

**Official Record Index**

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3.	Notice (if appropriate) to customers/ district personnel of suspension	3/02/2011
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34B	Additional petitions received	8/18/2011
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36.	Round-date stamped proposals and invitations for comments from affected offices	8/18/2011
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<u>Item No.</u>	<u>Description</u>	<u>Date Entered into Record</u>
40.	Analysis of comments	8/29/2011
41.	Revised proposal (if appropriate)	8/29/2011
42.	Updated PS form 4920 (if appropriate)	N/A
43.	Certification of record	8/29/2011
44.	Log of Post Office discontinuance actions	8/29/2011
45.	Transmittal to vice president, Delivery and Retail, from District Manager, Customer Service and Sales	8/30/2011
46.	Headquarters' acknowledgment of receipt of record	9/11/2011
47.	Final determination transmittal letter from Headquarters	9/26/2011
48.	Instruction letter to postmaster/OIC on posting	9/30/2011



03/02/2011

DEBORAH ESSLER  
DISTRICT MANAGER  
NORTHERN NEW ENGLAND PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 2 congressional district.

Post Office Name:	GLENCLIFF
Zip+4 Code:	03238-9998
EAS Level:	53
Finance Number:	323210
County:	Grafton
Proposed Admin Office:	WARREN
ADMIN Miles Away:	4.7
Near Office Name:	WARREN
Near Miles Away:	4.7
Number of Customers:	
Post Office Box:	52
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	52
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster retired on 05/02/2010.

This is a management initiated study to determine if regular and effective service can be provided through alternate means.

LEIGH ST PIERRE- TRIBUNO  
Manager, Post Office Operations

Approval to Study for Discontinuance:

DEBORAH ESSLER  
DISTRICT MANAGER  
NORTHERN NEW ENGLAND PFC

03/02/2011

DATE

cc: Area Manager, Public Affairs and Communication



Docket: 1384927  
Item Nbr: 2

# NOTICE OF POST OFFICE EMERGENCY SUSPENSION

## A. Office

Name: GLENCLIFF State: NH Zip Code: 03238  
Area: NORTHEAST District: NORTHERN NEW ENGLAND PFC  
Congressional District: 2 County: Grafton  
EAS Grade: 55 Finance Number: 323210  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Jim McCartney  
Title: NORTHERN NEW ENGLAND PFC Post Office Review Coordinator  
Tele No: (207) 482-7168

Date: 03/17/2011  
Fax No: (207) 482-7266



Docket: 1364927 - 03238  
Item Nbr: 3

NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: GLENCLIFF State: NH Zip Code: 03238  
Area: NORTHEAST District: NORTHERN NEW ENGLAND PFC  
Congressional District: 2 County: Grafton  
EAS Grade: 55 Finance Number: 323210  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Jim McCartney  
Title: NORTHERN NEW ENGLAND PFC Post Office Review Coordinator  
Tele No: (207) 482-7168

Date: 03/17/2011  
Fax No: (207) 482-7266



A service of



BOOKET NO

1364927-03238

ITEM NO

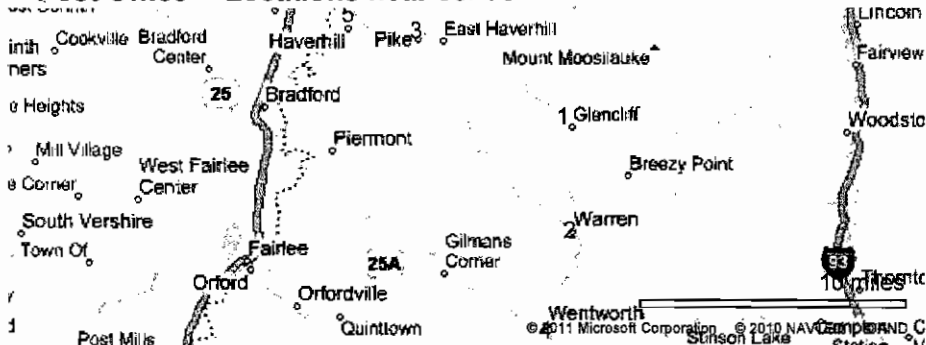
PAGE

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# Post Office™ Locations

[PRINT](#) | [BACK](#)

## Post Office™ Locations near 03238



### 1 Post Office™

#### Location -

#### **GLENCLIFF**

1385 NH ROUTE 25

UNIT 1

GLENCLIFF, NH

03238-9998

(800) ASK-USPS

(800) 275-8777

(603) 989-5154

0.0 mi

### Business Hours

Mon-Fri

7:00am-10:00am

2:00pm-5:00pm

Sat

7:00am-1:00pm

Sun

closed

### Services

#### [PO Boxes Online](#)

Service hours may vary. Please  
check link for business hours.

### 2 Post Office™

#### Location -

#### **WARREN**

18 LAKE TARLETON

RD UNIT 1

WARREN, NH 03279-

9998

(800) ASK-USPS

(800) 275-8777

(603) 764-5733

4.3 mi

### Business Hours

Mon-Fri

7:30am-1:00pm

2:30pm-5:00pm

Sat

7:30am-12:00pm

Sun

closed

### Services

#### [PO Boxes Online](#)

Service hours may vary. Please  
check link for business hours.

### 3 Post Office™

#### Location - **PIKE**

1572 MOUNT

MOOSILAUKE HWY

PIKE, NH 03780-9998

(800) ASK-USPS

(800) 275-8777

(603) 989-5549

6.4 mi

### Business Hours

Mon-Fri

7:30am-12:00pm

1:30pm-5:00pm

Sat

8:00am-12:00pm

Sun

closed

### Services

#### [PO Boxes Online](#)

Service hours may vary. Please  
check link for business hours.



Eviction Notice

A. Office

Name: GLENCLIFF State: NH Zip Code: 03238  
Area: NORTHEAST District: NORTHERN NEW ENGLAND PFC  
Congressional District: 2 County: Grafton  
EAS Grade: 53 Finance Number: 323210  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Jim McCartney  
Title: NORTHERN NEW ENGLAND PFC Post Office Review Coordinator  
Tele No: (207) 482-7168

Date: 03/24/2011  
Fax No: (207) 482-7266



### Building Inspection Report

#### A. Office

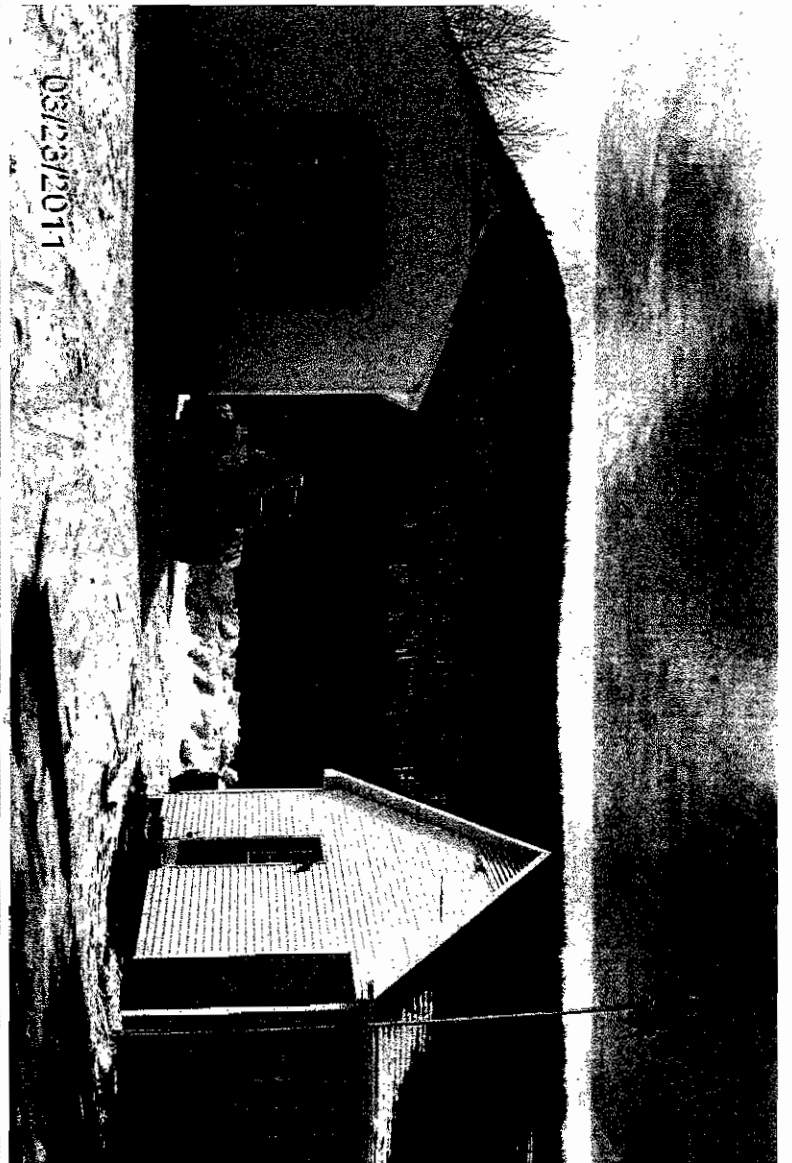
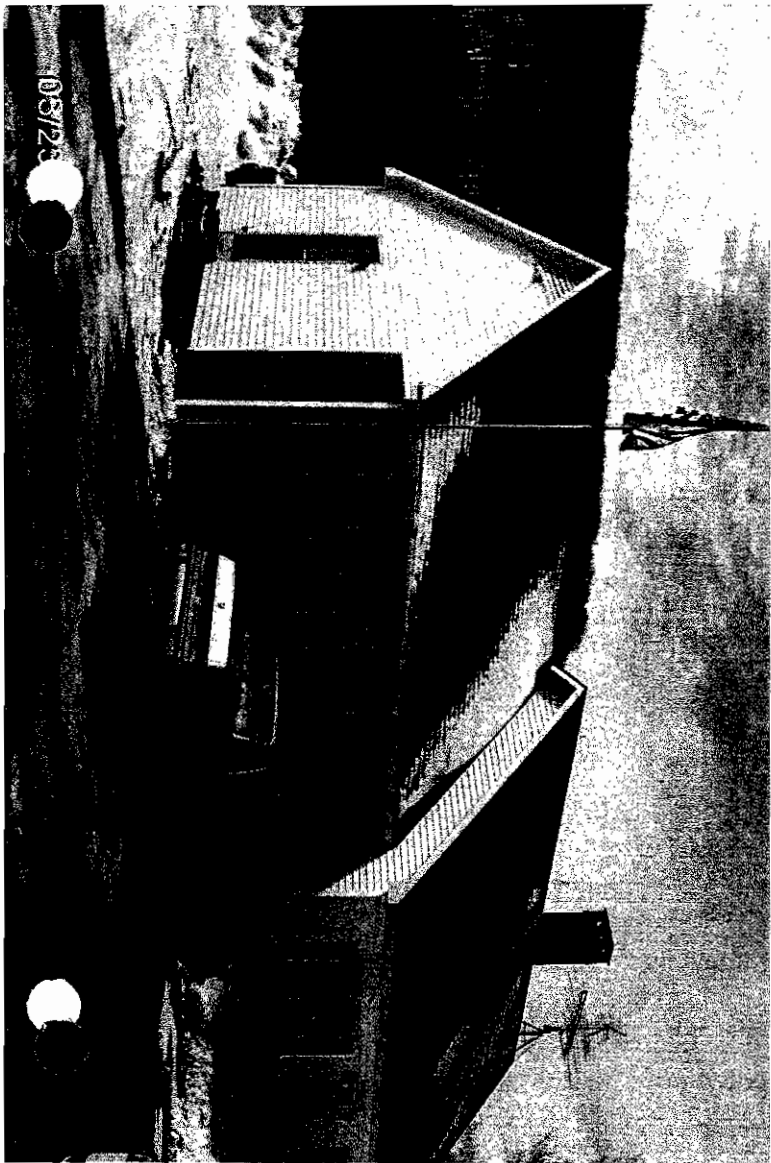
Name: GLENCLIFF State: NH Zip Code: 03238  
Area: NORTHEAST District: NORTHERN NEW ENGLAND PFC  
Congressional District: 2 County: Grafton  
EAS Grade: 53 Finance Number: 323210  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

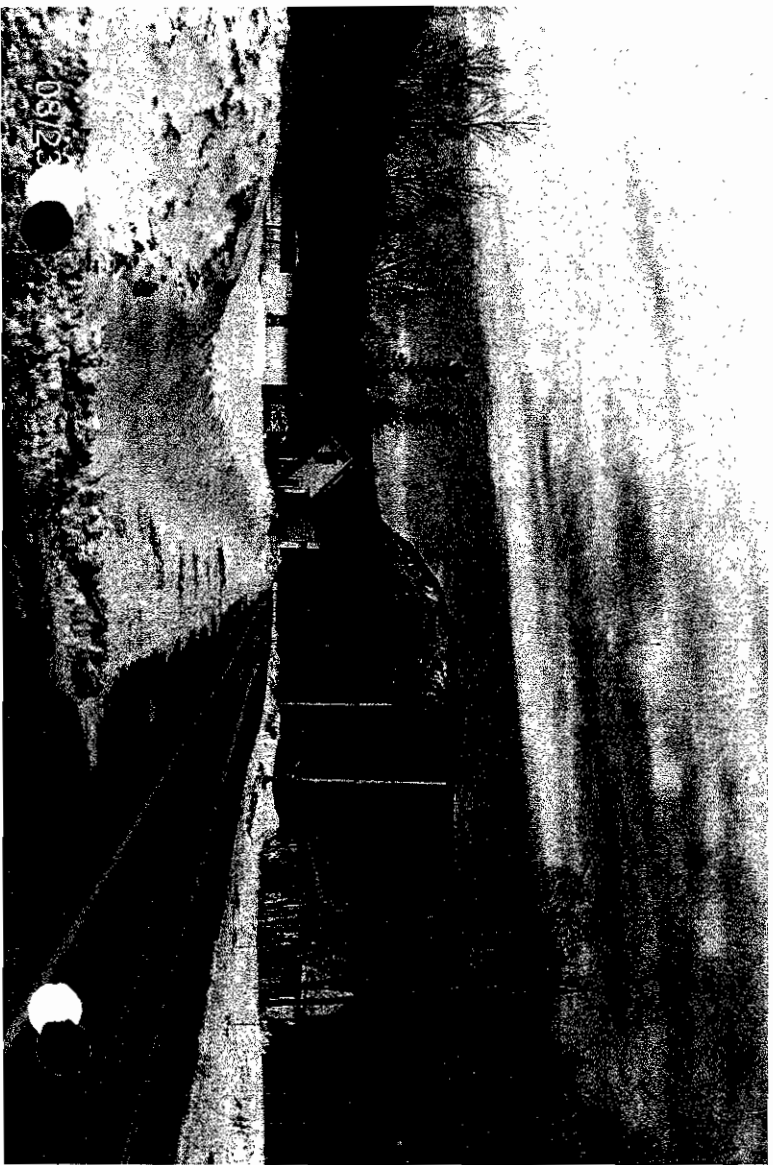
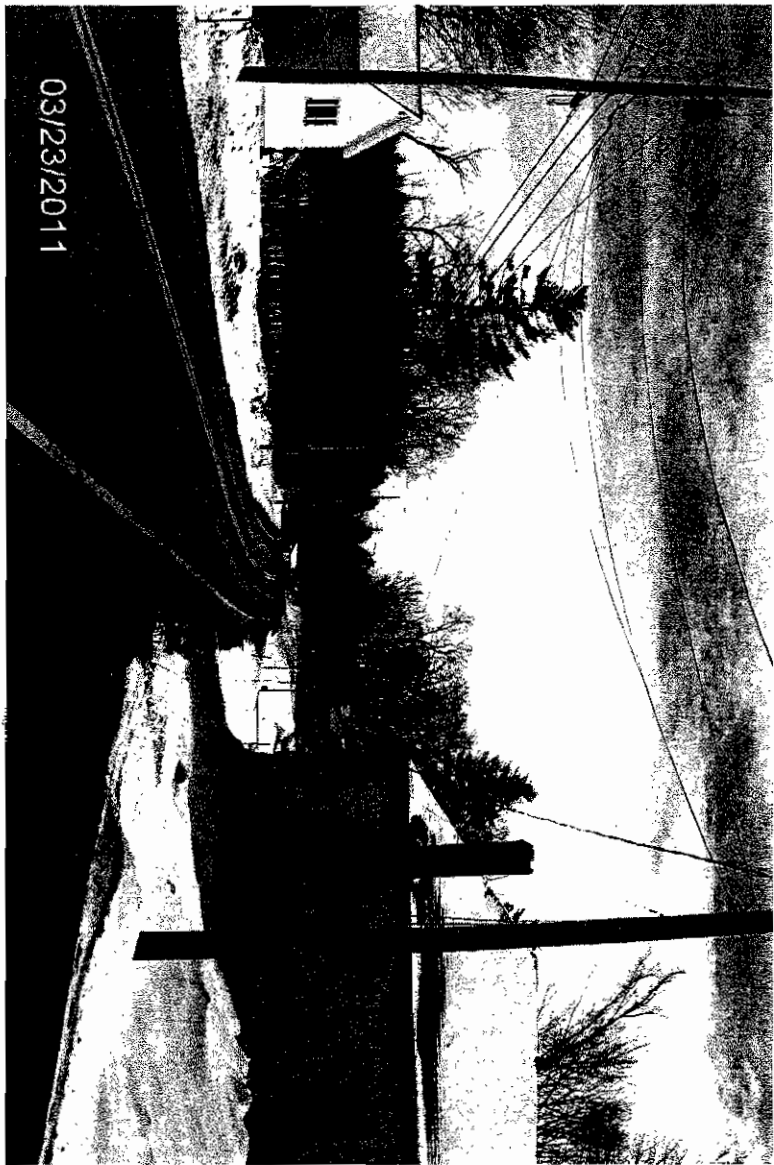
Prepared by: Jim McCartney  
Title: NORTHERN NEW ENGLAND PFC Post Office Review Coordinator  
Tele No: (207) 482-7168

Date: 03/24/2011  
Fax No: (207) 482-7266





SECRET NO. 1364927-03238  
 ITEM NO. 7A  
 PAGE 1



LOCKET NO 1364927-03238  
 ITEM NO 7B  
 DATE 03/23/2011



# PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code GLENCLIFF, NH 03238		Postmaster's Signature KYH67Q	Date 03/31/2011
District Office, State & Zip Code NORTHERN NEW ENGLAND PFC, MAINE 04101		District Manager's Signature KYB8X8	Date 03/31/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		53
2.	Finance Number	(1-6)	323210
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	52
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

**PS Form 150, Postmaster Workload Information**

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	52	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

**Instructions**

1. Enter current evaluated office level.
2. Enter the 6 digit post office finance number.
3. Enter number of general delivery families served.
4. Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
5. Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, *Carrier Route Report*, for the previous accounting period.
6. Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
7. Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
8. Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
9. Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
10. Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
11. Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
12. Enter the number of classified stations and/or branches that have carrier delivery service.
13. Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
14. Enter the total number of contract stations, rural stations and community post offices.
  - (a) A contract station is a detached finance unit manned by non-postal employees.
  - (b) A rural station is a post office box delivery unit serviced by a rural carrier.
  - (c) A community post office is a contract unit which provides service in a small community.
15. To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a routing, facing and cancelling operation?
17. Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
18. Does office separate incoming mail to carrier routes for other associate offices?
19. Does office separate all incoming letter size mail to city, rural and/or star routes?
20. Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
21. Do you have a vehicle maintenance facility under your jurisdiction?
22. Do you have an air transfer office under your jurisdiction?
23. Do you occupy a government-owned building and lease a portion of the building to someone else?
24. Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
25. Does your office distribute food stamps?

## Worksheet for calculating Workload Service Credit (WSC) for Post Offices

### Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: GLENCLIFF

Office Zip+4: 03238 -9998 District: NORTHERN NEW ENGLAND PFC

#### Activity WSCs

General Delivery Families Served (Item 3, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150) .....	<u>52</u>	X 1.0	=	<u>52</u>
Possible City Deliveries (Item 5, PS Form 150) .....	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs .....				<u>52</u>

#### Revenue WSCs

First	25 revenue units: 1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units: 0.50	X	<u>5</u> units	=	<u>2.50</u>
Next	700 revenue units: 0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units: 0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units: 0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:					<u>27.50</u>

Activity WSCs 52 + Revenue WSCs = 27.50 Base WSCs 79.50 = EAS Grade C

Previous evaluation: EAS grade 53

Effective date of change in service hours: \_\_\_\_\_ (if appropriate)

(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

JIM MCCARTNEY

JAMES.J.MCCARTNEY@USPS.GOV

Printed Name

Signature

NORTHERN NEW ENGLAND PFC District Review  
Coordinator

04/01/2011

Title

Date



## Survey of Incoming Mail

Survey of Incoming Mail  
(Record in Pieces)

Post Office Name and Zip+4

GLENCLIFF 03238 - 9998

Dates Recorded

03/19/2011 through 04/01/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/19	71	40	24	12	0	0	20	10
Sun - 03/20	0	0	0	0	0	0	0	0
Mon - 03/21	93	112	28	49	6	5	2	5
Tue - 03/22	29	3	10	40	0	2	0	4
Wed - 03/23	40	30	10	92	4	0	0	3
Thu - 03/24	54	30	5	7	3	4	7	4
Fri - 03/25	88	67	26	72	1	0	2	2
Sat - 03/26	73	65	7	8	3	4	2	0
Sun - 03/27	0	0	0	0	0	0	0	0
Mon - 03/28	94	18	25	32	3	3	0	1
Tue - 03/29	29	67	10	26	0	10	2	0
Wed - 03/30	56	35	6	65	1	2	4	0
Thu - 03/31	52	34	13	115	2	1	1	0
Fri - 04/01	88	40	25	32	2	2	6	2
TOTALS	767	541	189	550	25	33	46	31
Daily Average	63.9	45.1	15.8	45.8	2.1	2.8	3.8	2.6

Signature of Person Making Count:

KYH67Q

Printed Name:

KYH67Q

Date:

04/02/11

### Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

## Survey of Dispatched Mail

Survey of Dispatched Mail  
(Record in Pieces)

Post Office Name and Zip+4 GLENCLIFF 03238 - 9998  
Dates Recorded 03/19/2011 through 04/01/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/19	15	0	1	0	0	0	1	0
Sun - 03/20	0	0	0	0	0	0	0	0
Mon - 03/21	31	0	0	0	0	0	4	0
Tue - 03/22	25	0	5	0	0	0	3	1
Wed - 03/23	28	0	1	0	0	1	2	0
Thu - 03/24	21	0	3	0	0	0	4	0
Fri - 03/25	21	1	1	1	2	0	0	0
Sat - 03/26	15	0	1	0	1	1	2	0
Sun - 03/27	0	0	0	0	0	0	0	0
Mon - 03/28	40	0	2	2	0	2	3	0
Tue - 03/29	11	0	3	0	2	0	1	0
Wed - 03/30	13	1	1	0	0	0	1	0
Thu - 03/31	21	0	2	4	0	1	1	0
Fri - 04/01	19	0	1	2	1	0	0	0
TOTALS	260	2	21	9	6	5	22	1
Daily Average	21.7	0.2	1.8	0.8	0.5	0.4	1.8	0.1

Signature of Person Making Count: KYH67Q  
Printed Name: KYH67Q  
Date: 04/02/11





03/17/2011

OIC/POSTMASTER

SUBJECT: GLENCLIFF Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the GLENCLIFF Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the GLENCLIFF Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to JIM MCCARTNEY by 03/31/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>52</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>52</u>

If you have any comments on alternate means of providing services to the GLENCLIFF customers, please provide them below:

1/Glencliff Community Chapel 2/ Glencliff Improvement Coop. 3/ Hikers Welcome Hostel 4/ Glencliff Home for the Elderly 5/ Backwoods Sugar House 6/ Walt's Auto & Marine 7/ Timberland Construction

JIM MCCARTNEY  
Post Office Review Coordinator

Comments:

I know that you do not feel that the AT hikers count for the seasonal increase, but not only do they get thier packages here but they also send them out here. Most hikers open the packages outside, take out what they need and then either send things home or on further up the trail. I think that should also factor into the equation. I am uncomfortable signing off on the PS 150 as is because it has been altered from the state that I reported it to you!

cc: Official Record



03/07/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the GLENCLIFF Post Office, 03238 - 9998, located in Grafton County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

JIM MCCARTNEY  
Post Office Review Coordinator  
NORTHERN NEW ENGLAND PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record



03/24/2011

Warren Police Department  
PO Box 40  
Warren NH 03279

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the GLENCLIFF Post Office, 03238 - 9998, located in Grafton County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

JIM MCCARTNEY  
Post Office Review Coordinator  
NORTHERN NEW ENGLAND PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: \_\_\_\_

Comments/Findings:

No findings  
Andrew Dorsett  
Town Administrator

cc: Official Record

### Post Office Survey Sheet

Post Office Name	<u>GLENCLIFF</u>	ZIP+4	<u>03238-9998</u>
Congressional District	<u>2</u>	Date	<u>04/01/2011</u>

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

None noted

2. Is the facility accessible to persons with disabilities? ☐ Yes ☒ No

3. Lease terms? 30-day cancellation clause? Fixed. 30 day cancellation clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

5. List potential CPO sites.

None

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

PTF Clerk serving as OIC would be returned to her administrative office. She would retain her seniority and bidding rights.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Mail received and dispatched by HCR at 08:00 and 16:30 Collection box would not be retained

How Post Office boxes are installed? 72

How Post Office boxes are used? 52

What are the window service hours? 07:00 - 10:00 - 14:00 - 17:00 M-F

07:00 - 13:00 S

What are the lobby hours? 07:00-10:00, 14:00-17:00 M-F

07:00-13:00 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

none reported

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? <u>Cabinet with red shelves</u>
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. <u>would need to approach private land owners</u>
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? <u>None</u>
13.	<p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation? _____</p> <p>b. Will this change result in the route being overburdened? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route? _____</p> <p>c. How many boxes and miles will be added to the route? <u>0, box 0 Miles</u></p> <p>d. What would be the additional annual expense if the route is increased? <u>0</u></p> <p>e. What is the one-time cost of CBU/parcel locker installation (if appropriate)? <u>0</u></p> <p>f. At what time of the day does the carrier begin delivery to the community? _____</p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? <u>0</u></p>
14.	<p>Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input checked="" type="checkbox"/> More <input type="checkbox"/> Same <input type="checkbox"/> Less</p> <p>Office has 48 free(E) boxes. Is level 4. New office is level 5 For those that pay now it would be less, but a cost for those that transfer over. Delivery to roadside boxes would be extended to community.</p>

## Community Survey Sheet

### Community Survey Sheet

Post Office Name	<u>GLENCLIFF</u>	ZIP+4	<u>03238-9998</u>
Congressional District	<u>2</u>	Date	<u>04/01/2011</u>

1. Incorporated?

☐ Yes ☒ No

Local government provided by:

Warren Selectboard

Police protection provided by:

Warren Police Officer

Fire protection provided by:

Warren Volunteer Fire Department

School location:

Warren Village School

2. What population growth is expected? (Please document your source)

Projected Annual Household Growth Rate: 0.21% Source: Growth Link. Growth projection is for Warren since Glencliff is considered a village of Warren.

3. What residential, commercial, or business growth is expected? (Please document your source)

Minimal per conversation with Warren Town office.

History. (Are there any special historical events related to the community?)

4. Are there any special community events to consider?

Is the Post Office facility a state or national historic landmark (see ASM 515.23)?

Check with the field real estate office when verification is needed.)

Office is not a national landmark Office is used by hikers of Appalachian Trail for supplies that are mailed ahead in advance for pick up.

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

self employed, retirees, commuters.

6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center. Do employees of the office offer assistance to senior citizens and handicapped)?

What provisions can be made for these services if the Post Office is discontinued?

Public Bulletin Board Selective Service Info

## Highway Contract Route Cost Analysis Form

### Highway Contract Route Estimated Cost for Alternative Service

Office Name: GLENCLIFF  
Office Zip+4: 03238 -9998 District: NORTHERN NEW ENGLAND PFC

1. Enter the number of additional  
boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional  
miles to be added to the route 0.00 x 10.40 hours per year 0.00

**Total time added to the route** 0.00

3. Enter the HCR hourly rate  
(Contact Area Manager, Purchasing/Contracting  
Officer) 0.00

**Total additional compensation (HCR hourly rate x total time added to the route)** 0.00

# Rural Route Cost Analysis Form

Docket: 1364927 - 03238

Item Nbr: 17

Page Nbr: 2

## Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: GLENCLIFF

Office Zip+4: 03238 -9998 District: NORTHERN NEW ENGLAND PFC

- |    |   |                  |                       |                  |
|----|---|------------------|-----------------------|------------------|
| 1. | Enter the number of additional boxes to be added to the rural route                               | <u>52</u>        |                       |                  |
| 2. | Enter the number of additional miles to be added to the route                                     | <u>10.00</u>     |                       |                  |
|    | Enter the volume factor   | <u>2.35</u>      |                       |                  |
|    | <b>Total (additional boxes x volume factor)</b>   |                  |                       | <u>122.20</u>    |
| 3. | Enter the number of additional boxes to be added to the rural route                               | <u>52</u>        |                       |                  |
|    | Centralized boxes   | <u>0.00</u>      | x 1.00 Min            | <u>0.00</u>      |
|    | Regular L route boxes   | <u>0.00</u>      | x 1.82 Min            | <u>0.00</u>      |
|    | Regular Non-L route boxes   | <u>52.00</u>     | x 2.00 Min            | <u>104.00</u>    |
|    | <b>Total additional box allowance</b>   |                  |                       | <u>104.00</u>    |
| 4. | Enter the number of additional daily miles to be added to the rural route                         | <u>10.00</u>     | x 12 Mileage Standard | <u>120.00</u>    |
|    | <b>Total additional minutes per week</b><br>(miles carried to two decimal places)                 |                  |                       | <u>346.20</u>    |
| 5. | Total additional annual minutes (additional minutes per week year)                                | <u>346.20</u>    | x 52 Weeks            | <u>18,002.40</u> |
| 6. | Total additional annual hours (additional annual minutes/ 60 minutes per hour)                    | <u>18,002.40</u> | / 60 Minutes          | <u>300.04</u>    |
| 7. | Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated) | <u>22.61</u>     |                       |                  |
|    | <b>Total Annual Cost (additional annual hours x rural cost per hour)</b>                          |                  |                       | <u>6,783.90</u>  |
| 8. | Enter lock pouch allowance (if applicable)  |                  |                       | <u>0.00</u>      |
|    | <b>Total annual cost for alternate service (annual cost minus lock pouch allowance)</b>           |                  |                       | <u>6,783.90</u>  |



U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/03/2011
2. Post Office Name GLENCLIFF		3. State and ZIP + 4 Code NH, 03238-9998		
4. District, Customer Service NORTHERN NEW ENGLAND PFC	5. Area, Customer Service NORTHEAST	6. County Grafton	7. Congressional District 2	
8. Reason for Proposal to Discontinue This is a management initiated study to determine if regular and effective service can be provided through alternate means.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service
11. Staffing		12. Hours of Service		
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 05/02/2010 b. <input checked="" type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-53 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F 07:00 to 10:00 and 14:00 to 17:00 Sat 07:00 to 13:00 Total Window Hours Per Week b. Lobby Time M-F 07:00 to 10:00 and 14:00 to 17:00 Sat 07:00 to 13:00 36.00		
13. Number of Customers Served		14. Daily Volume (Pieces)		
a. General Delivery 0 b. P.O. Box 52 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 52 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 11.50		a. Types of Mail Received Dispatched b. First-Class 109 21 c. Newspaper 61 2 d. Parcel 4 0 e. Other 6 1 f. Total 160 24 g. No. of Postage Meters 0 h. No. of Permits 0		
Finances a. FY 2008 2009 2010		Receipts \$ 11,875 \$ 13,322 \$ 11,342		b. EAS Step 1 PM Basic Salary (no Cola) \$ 22288 c. PM Fringe Benefits (33.5% of b.) \$ 7,466
15a. Quarters				
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 03/30/2012 Annual Lease \$ 4200 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input checked="" type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
15b. Explain:				
17. Schools, Churches and Organization in Service Area: No. 1 Glenciff Community Chapel		19. Administrative/Emanating Office (Proposed): Name WARREN EAS Level 13 Miles Away 4.7 Window Service Hours: M-F 07:30 to 13:00 and SAT 07:30 to 12:00 Lobby Hours: M-F 14:30 to 17:00 SAT 07:30-12:00 PO Boxes Available: 63		
18. Businesses in Service Area: No. 6 Glenciff Improvement Coop., Hikers Welcome Hostel, Glenciff Home for the Elderly, Backwoods Sugar House, Wall's Auto & Marine, Timberland Construction		20. Nearest Post Office (if different from above): Name WARREN EAS Level 13 Miles Away 4.7 Window Service Hours: M-F 07:30-13:00 SAT 07:30-12:00 Lobby Hours: M-F 14:30-17:00 SAT 07:30-12:00 PO Boxes Available: 83		
21. Prepared by				
Printed Name and Title JIM MCCARTNEY		Signature JIM MCCARTNEY		Telephone No. AC () (207) 482-7168
PO Discontinuance Coordinator Name JIM MCCARTNEY		Location PORTLAND, ME		



**A. Office**

Name: GLENCLIFF State: NH Zip Code: 03238  
Area: NORTHEAST District: NORTHERN NEW ENGLAND PFC  
Congressional District: 2 County: Grafton  
EAS Grade: 55 Finance Number: 323210  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Jim McCartney  
Title: NORTHERN NEW ENGLAND PFC Post Office Review Coordinator  
Tele No: (207) 482-7168

Date: 04/04/2011  
Fax No: (207) 482-7266



04/26/11

OIC/POSTMASTER

SUBJECT: GLENCLIFF Post Office

Enclosed are questionnaires addressed to customers of the GLENCLIFF Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 05/12/11 for further review.

A handwritten signature in cursive script that reads "Jim McCartney".

Jim McCartney  
Post Office Review Coordinator  
Enclosures



04/26/2011

POSTAL CUSTOMER  
GLENCLIFF POST OFFICE  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the Glenduff Post Office retired on 05/02/2010. The Office is being studied for possible closing or consolidation for the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate means.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Warren Post Office.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Warren Post Office, located 4.7 miles away. Hours of service at this office are 07:30 to 13:00 and 14:30 to 17:00, Monday through Friday, and 07:30 to 12:00 on Saturday. Post Office box service is available at this location at increased fees.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 05/24/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the the Warren Town Hall on Tuesday, May 24, 2011 from 06:00 PM to 07:00 PM to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Jim McCartney at (207) 482-7168.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh St Pierre".

LEIGH ST PIERRE- TRIBUNO  
Manager, Post Office Operations  
151 Forest Avenue  
Portland, Maine, 04101-9990

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,  
Carrier delivery information CBU information sheet (when appropriate)



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better      ☐ Just as Good      ☐ No Opinion      ☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

---

☐ Personal needs

---

☐ Banking

---

☐ Employment

---

☐ Social needs

---

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



**POST OFFICE ON WHEELS  
SERVICES AVAILABLE FROM RURAL AND  
HIGHWAY CONTRACT ROUTE CARRIERS**

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

**MAILING PACKAGES**

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier.

Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

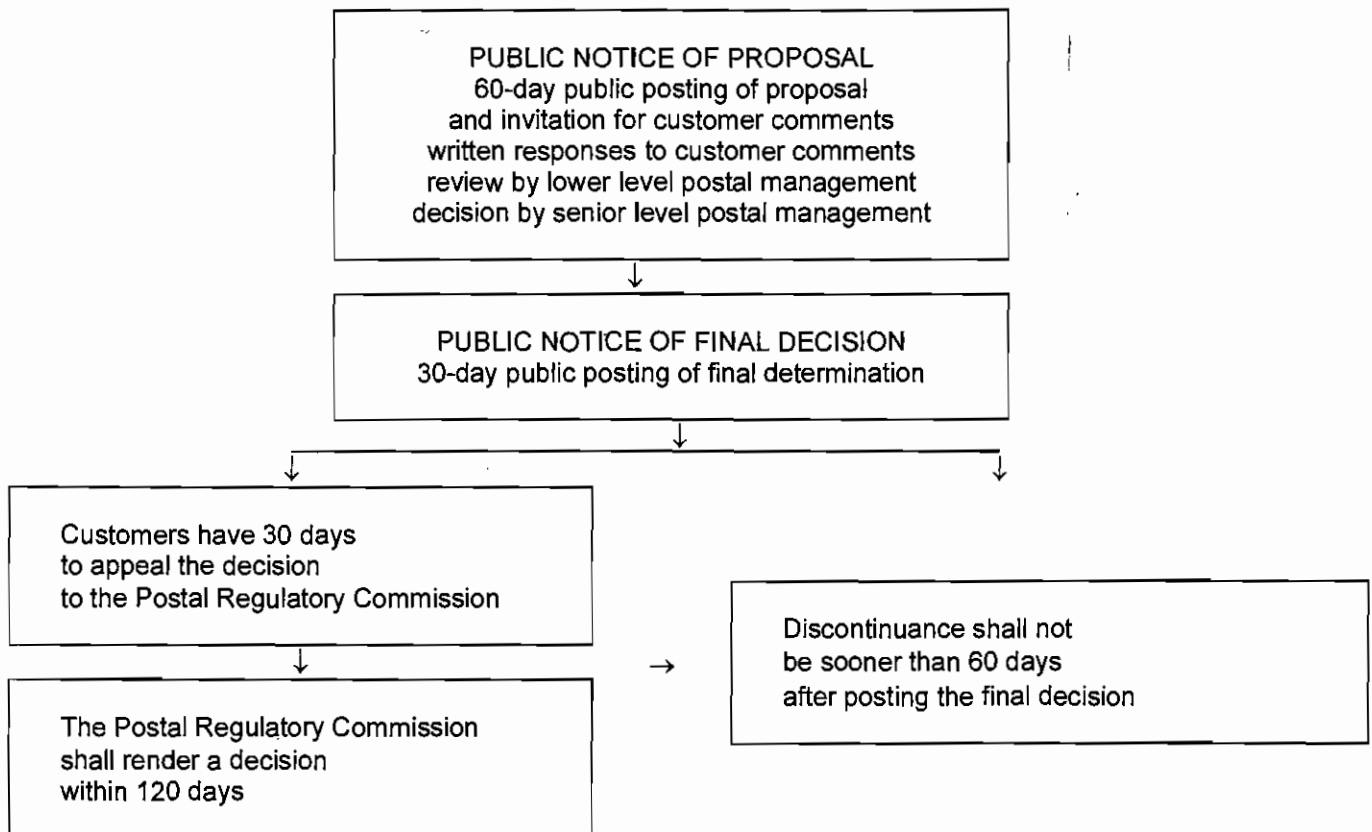
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

## SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.







05/24/2011

DEBORAH DICKMAN  
3 STATION ROAD  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> occasionally
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> occasionally
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> occasionally
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

#### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Warren & Pike



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

Plymouth and Woodsville

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

DEBORAH Dickmann

Address:

3 Station Road, Glencliff, NH 03238

Telephone:

603-989-1003

Date:

5/6/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

THE VINCELETTE'S  
P O BOX 10  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glencliff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glencliff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glencliff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

*Warren*



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

*The Vincennes*

Address:

*P.O. Box 10 Glen Cliff, IN. 03238*

Telephone:

*603 989-3109*

Date:

*5/4/11*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

COURTNEY NOLAN  
P O BOX 32  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:





- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: COURTNEY NOLAN

Address: PO BOX 32 Glencliff N.H. 03238

Telephone: 603 (989-9877)

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

ALBERT & DEBRA BRYANT

P O BOX 21  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leigh St Pierre-Tribuno".

Leigh St Pierre-Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Warren Post office -



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: At one time we lived in Warren N.H.  
We had a carrier delivery and had no problems.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Plymouth N.H.  
☒ Personal needs Plymouth N.H.  
☒ Banking Plymouth N.H.  
☒ Employment PIKE N.H.  
☒ Social needs Rumney N.H. + Haverhill N.H.

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Albert & Debra Bryant  
Address: 10 Station Rd. P.O. Box 21 Glencliff N.H. 03238  
Telephone: 603-989-1000  
Date: 5-4-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

UNKNOWN

GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glendcliff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glendcliff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glendcliff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

ROBERT LAMARQUE  
PO BOX 36  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre-Tribuno".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990





### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

RUMNEY MONTHLY  
WARREN



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: WILL GET MAIL LATER

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping WALMART MONTHLY

☐ Personal needs

☒ Banking PLYMOUTH MONTHLY

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: ROBERT LAMARQUE

Address: PO BOX 36 GLENCLIFF NH 03238

Telephone: 989-5814

Date: 5/10/02

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

STEPHANIE J BONILA  
1717 NORTH GROTON RD GROTON NH  
HEBRON, NH 03241

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glendcliff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glendcliff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glendcliff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick-up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Stephanie J Bonilla

Address:

1717 W O Gorham Rd Gorham NH 03241

Telephone:

603-786-5058

Date:

5/5/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

BARBARA NORCROSS

424 CEMETERY RD HAVERHILL NH  
HAVERHILL, NH 03765

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick-up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Barbara Norcross

Address:

424 Cemetery Rd Haverhill, NH 03765

Telephone:

603-989-5517

Date:

5-5-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





05/24/2011

MIKE DAIGLE

1423 RTE 25  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

*We only have P.O. Box*

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

*M. Ke Daigle*

Address:

*1423 Rt 25*

Telephone:

*603 - 989 - 9867*

Date:

*May 6, 11*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

KEVIN S BALL

PO BOX 67  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Plymouth, NH

☒ Personal needs " "

☒ Banking " "

☒ Employment Rumney, NH

☒ Social needs " "

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Kevin S BALL

Address: P.O. Box 67 Glencliff NH 03238

Telephone: (603) 989-9875

Date: 5-5-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Rural Delivery would be great!



05/24/2011

RICHARD W WEDGE

PO BOX 5  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:





- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

= SAM'S CLUB, HUDSON, NH.



Personal needs



Banking



Employment

= HUDSON, NH.



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

RICHARD W. wedge

Address:

P.O. BOX-5 GLENCLIFF, NH. 03238

1378 NH. RTE-25. GLENCLIFF, NH. 03238

Telephone:

(603) 689-3728

(603) 989-9850.

Date:

5-12-11.

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

HELEN M CARR

PO BOX 16  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

*This is the center of the Village where people exchange news. You will be eviscerating our village.*

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

*But I don't want to have to drive 3-8 miles to pick up my mail daily!*



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

I DO NOT WANT MY MAIL LEFT AT THE  
END OF MY DRIVEWAY. I DO NOT WANT TO HAVE TO  
DEPEND ON A CARRIER—PERIOD.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

But I'll be mad at the Postal Service.  
And I'll decrease my use of Express mail Etc.

Name:

Helen McCarr

Address:

PO Box 16 GLENCLIFF, NH 03238

Telephone:

603 984 0087

Date:

May 4, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Why don't you cut some of the FAT in your bureaucracy—  
the ones generating the bean counter emails several times daily—  
and concentrate on serving your customers.

You will not be popular with the Appalachian Trail thru-hikers  
if you close this P.O.



05/24/2011

JOHN C MACKEY  
38 STINSON RD  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Also, customers have the option of retaining their PO Box service. The boxes would be moved to the Warren Post Office and customers would retain their same number and mailing address.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: very convenient going to the Post Office Box  
drive a truck get to go 1 or 2 times a week

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Haverhill  
☒ Personal needs WALMART Plymouth  
☒ Banking NASHUA  
☒ Employment Hooksett NH  
☒ Social needs children milford NH

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: John C. Mackey

Address: 38 Stinson Rd. Glencliff NH

Telephone: 603 440 5126

Date: 5/6/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I would like to see the Post Office  
stay open! 5/6/11



05/24/2011

MASSIE ANDERSON

PO BOX 37  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990





### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

My husband relies on the P.O. for "all the news" every morning.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

It's where the gang gathers in the morning. ☒ YES ☐ NO

If yes, please explain:

I get home after the P.O. closes but my husband picks it up on foot - when I'm gone w/ the car



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain: When I am at work my husband can get the mail because he can walk to the PO. The PO is closed by the time I get home from work

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

We are miles from any social, banking,

employment establishments - everything's

we go is a road trip except picking

up our mail

When there is no other business in the whole town - the PO is the heart of the whole town.

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

There are no businesses in Glenduff - the PO is our connection to a larger community

Name:

Maggie Anderson

Address:

PO 37 Glenduff, NH 03238

Telephone:

603-989-5688

Date:

5/5/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

The Glenduff PO is a lifeline for the AT hikers as well, no matter how close Warren or Pitt are by car, when you step off the trail - you don't want to hike another 6 or 7 miles just to pick up your mama's care package and a new pair of boots.



05/24/2011

MAGGIE ANDERSON  
PO BOX 37  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a gathering place. Residents may continue to meet informally, socialize, and share information at a church, hall, or residences in town.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



05/24/2011

CHARLES AND NANCY FOOTE

PO BOX 4  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glencliff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a gathering place and information center. Residents may continue to meet informally, socialize, and share information at a church, hall, or residences in town.

If it is determined that a discontinuance of the Glencliff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glencliff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

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Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/> almost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> occasionally
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> occasionally

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

Our post office is more than a place to get mail or buy stamps. It's a place where can see our neighbors, not only to socialize; but to find out who needs their wood put in or pipes thawed out. These small post offices are expendable in many people's eyes but it's important part OVER



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No *There are no businesses in Glenciff.*

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: *Charles and Nancy Foote*

Address: *P.O. Box 4 Glenciff NH 03238*

Telephone: *989-5911*

Date: *May 4, 2011*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

*of the lives of the people in this community.*



05/24/2011

UNKNOWN

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> occasionally
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> occasional
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

NO choice but to pick  
they don't deliver

#### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

#### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
--------------------------------	------------------------------	--

e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO
----------	------------------------------	-----------------------------

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------

If yes, please explain:

Warren or Pike





- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain: Right now we have no choice but to have PO Box service - would be nice to have option of delivery service

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Plymouth or Woodsville



Personal needs



Banking

Plymouth or Woodsville



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I would like home delivery/pickup



05/24/2011

JAMES & ELIZABETH BUROW

1319 RT 25  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glendcliff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

If it is determined that a discontinuance of the Glendcliff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glendcliff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre-Tribuno".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

*grocery shopping*

*One time week*



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

*I would not - leave money in a Mail box, would not know how much it cost to mail package - Only make money transaction at a P.O.*

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping *Plymouth N.H.*

☐ Personal needs

☒ Banking *Plymouth N.H.*

☐ Employment

☒ Social needs *family visits, vacations, entertainment*

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: *James + Elizabeth Barrow*

Address: *Rt. 25 Glencliff N.H. 03238*

Telephone: *603-989-3314*

Date: *5-10-11*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

MARSHA DOWNS  
PO BOX 71  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
- You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the mailboxes being damaged by snowplows. Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Jim McCartney", written in a cursive style.

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: I prefer the ability to see post office for mailing letters and packages and for delivery of same.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Bradford after work  
☐ Personal needs  
☒ Banking Bradford, VT - once weekly  
☒ Employment Bradford, VT  
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Marsha Downs

Address: PO Box 71, Glencliff, NH 03238

Telephone: 603-764-9151

Date: 5-12-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



May 12, 2011

Mr. Jim McCartney  
Post Office Review Coordinator  
151 Forest Ave.  
Portland, ME 04101-7030

Re: Glencliff Post Office Review

Dear Mr. McCartney:

I have enclosed the questionnaire regarding the review and possible closing of the Glencliff Post Office. I wanted to explain in a letter as well, why I am against the closing of this facility.

The post office in Warren would only be available to me two days out of the week (on my days off) as my work hours and the hours in Warren do not coincide. Because the Glencliff Post Office opens ½ hour earlier than Warren, I can get there every day before work. I don't get out of work until 5:00, so it is only in the mornings that I can get mail, packages, etc. as it is.

You talk about mailing packages from a rural box, but it has to have postage already on it, or estimated, and who knows how much something will cost when you aren't sure of the weight, etc. In order to do this, you have to take it to the post office anyway. And many packages would not fit in a regular sized rural box. And buying stamps requires a form, which you have to get at the post office. It seems that the services offered from a rural box require a trip to the post office regardless. And personally, I'd rather not leave money in a rural box. I also do not wish to have to purchase a mail box for rural delivery, set it in the ground, and then maintain it when the plows take it down in the winter or have to keep it cleared of snow, which brings up another point. The other issue is, rural service is not available on Pleasant View Rd. where my home is, but on Breezy Point Rd., so the mailbox isn't even near, close to, or visible from the house. It is around a corner and down a hill to get to where the box could be placed. I can't even see that road from my house and I certainly don't want to have to go down to it each time it snows to shovel it out for the carrier.

For many in Glencliff, having to drive five miles one way to the post office each day is a hardship as many are elderly and can't get that far that easily, especially in bad weather. And with the ever-rising cost of gas, would the U.S. Postal Service like to pay for the extra gasoline to go 10 miles roundtrip every day for all of us? I think not.

I won't even bother to get into the Appalachian Trail issue, as I'm sure that will be raised by others.

The Glencliff Post Office serves many people and closing it would create a hardship for many, including myself. I would not relish only being able to get mail twice a week and I don't feel I should be forced to buy a rural mail box, as I don't see that as a real convenience at all, especially in winter as I'd have to walk quite a distance to get my mail from Breezy Point Rd. - a road I don't even live on.

Thank you for your time.  
Marsha Downs

*Marsha Downs*



05/24/2011

JIM BUROW  
PO BOX 33  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

#### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

*When Needed*

d. Using public bulletin board	<input type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

*IT Needs TO Be Here!*

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain:

*Does NOT JUSTIFY INCONVENIENCE OF ANY OTHER Post office*

☐ YES ☐ NO



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

JIM BURROW

Address:

P.O. Box 33 Glencliff, U.H. 03238

Telephone:

Date:

MAY 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

① Village HAS MANY ELDERLY

② SNOW Buries MAIL BOXES.

③ HOW CAN THEY GET DAILY MAIL

④ GAS IS 4 DOLLARS A GALLON  
TRAVEL TO WARREN OR

Pike IS DANGEROUS IN WINTER  
4 8-15 miles.

⑤ THE COST TO US DOES  
NOT BENEFIT CLOSING  
POST OFFICE

⑥ EVERY POST OFFICE YOU CLOSE  
DRIVES PEOPLE TO ELIMINATE STAMPS  
WITH ON LINE BILL PAYMENTS

⑦ PACKAGES GO TO FEDEX & U.P.S.  
YOU LOOSE!



05/24/2011

HERBERT WRIGHT  
PO BOX 52  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Carrier delivery may be late in day. Ability to go to PO in early hours of day as required provides flexibility

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Plymouth or Woodsville  
☒ Personal needs " " " as required  
☒ Banking Bank by mail if possible, else Plymouth  
☐ Employment N/A - retired  
☒ Social needs Wherever event happens - may be local

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Herbert C Wright

Address:

P.O. Box 52 Wendell, N.H. 03238

Telephone:

603-989-3121

Date:

5-10-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





05/24/2011

EUNICE RAMSEY

PO BOX 26  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glendcliff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Glendcliff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glendcliff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

*The nearest p.o. is about 5 miles from here. With the gas prices now my trips out of town are very limited!*



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive  
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

*none here only Post office*

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

*Eunice Ramsey*

Address:

*Box 26, Glencliff, NH 03238*

Telephone: *603-989-5964*

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

A note from

Ms. Eunice Ramsay

I am an elderly widow  
who came here to live over  
sixty years ago when my  
husband returned from World  
War II. I still go for  
my mail each morning  
Our little post office  
has been such a crucial  
part in the lives of  
the residents the Glencliff  
Home and the Hikers  
Package are arriving  
already for the hikers

My morning trip to the  
post office is the high light  
of my day. I have seen  
a lot of changes in my  
lifetime; not all for the best.

Sincerely, Eunice Ramsay



05/24/2011

ARMAND PLOURDE  
393 MAIN ST  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☒ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

ARMAND PLOURDE

Address:

393 HIGH ST, CLERIFF, NH 03308

Telephone:

603-989-3411

Date:

5/16/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

R ERIC JONES

PO BOX 64  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glendcliff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Thank you for your email in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glendcliff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.
- You are concerned about obtaining services from the carrier. Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Glendcliff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glendcliff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,





Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990

Do Not Close GLENCLIFF Post Office



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain: CARRIER DELIVERY PROVIDES ALMOST NONE OF THE SERVICES PROVIDED BY OUR CURRENT POST OFFICE

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping PLYMOUTH, NH (25+ MILES) WOODSVILLE, NH (17+ MILES)

☒ Personal needs " "

☐ Banking ON-LINE

☐ Employment

☒ Social needs HIKING ON THE APPALACHIAN AND OTHER TRAILS

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

R. ERIC JONES

Address:

P.O. BOX 64, GLENCLIFF, NH 03238

Telephone:

(603) 989-5199

Date:

15 MAY, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

DOCKET NO 1364927-03238  
ITEM NO 22  
PAGE 26d

**McCartney, Jim - Portland, ME**

**From:** Eric Jones [legacyforest@gmail.com]  
**Sent:** Monday, May 09, 2011 4:43 PM  
**To:** McCartney, Jim - Portland, ME  
**Subject:** Re: Glenclyff Post Office

Dear Mr. McCartney



My wife and I have lived in Glenclyff, NH for 14 years.

We moved here for the express purpose of being on the Appalachian Scenic Trail (AT) and providing aid and comfort to the Section Hikers and Thru Hikers.

Both of these groups could not carry out the logistics for their 2100+ mile trek from Springer Mountain Georgia to Mt. Katahdin in Maine without the Glenclyff Post Office. Both the North bounders and the South bounders utilize Glenclyff Post Office for the major equipment and supply change from summer to winter or winter to summer as Glenclyff is the beginning/end of what are Known as the "High Whites".

The Appalachian Trail Conservancy (ATC) considers this one of ( if not the ) most critical post office on the trail.

The American taxpayers have spent millions acquiring and maintaining the AT.

Dozens of trail clubs( such as the Appalachian Mountain Club and the Dartmouth Outing Club ) and their members spend thousands of hours maintaining the AT.

The National Forest Service and the National Park Service spend thousands of hours protecting and maintaining the AT.

Your proposed alternative to the Glenclyff Post Office, namely RFD, would serve none of the needs of the users of the AT.

5/20/2011

Please **do not close the Glenclyff Post Office.**

Sincerely,

Eric & Margaret Jones

On Mon, May 9, 2011 at 3:55 PM, McCartney, Jim - Portland, ME <[James.J.Mccartney@usps.gov](mailto:James.J.Mccartney@usps.gov)> wrote:

Good afternoon Mr Jones,

I received your message. I am Jim McCartney, Post Office Review Coordinator for the Northern New England District. I am in and out of the office throughout the day, but would be more than happy to answer any questions that I can. Please send an email, and I will get back to you as soon as possible.

**Jim McCartney**

NNE District

Post Office Review Coordinator

151 Forest Ave.

Portland, Me. 04101

--

Eric Jones

(941) 475-1039 (Winter)

(603) 989-5199 (Summer)

[legacyforest@gmail.com](mailto:legacyforest@gmail.com)

[margaretjanejones.com](http://margaretjanejones.com)

[margaretjanejones.com/store.htm](http://margaretjanejones.com/store.htm)



05/24/2011

JOYCE CABRAL

PO BOX 7  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

SHEET

PLEASE SEE ATTACHED

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

27c



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☒ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: CARRIER DELIVERY TO HOME OR OFFICE IS THE MOST CONVENIENT. IT CUTS DOWN ON TRIPS TO POST OFFICE TREMENDOUSLY, ESPECIALLY SINCE MANY PRODUCTS (IE STAMPS+SUPPLIES) CAN BE ORDERED ONLINE + DELIVERED.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping WOODSVILLE + PLYMOUTH

☒ Personal needs WOODSVILLE + PLYMOUTH

☒ Banking WOODSVILLE + PLYMOUTH

☐ Employment

☒ Social needs WOODSVILLE + PLYMOUTH

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: JOYCE CABRAL

Address: PO BOX 7 GLENCLIFF NH 03238

Telephone: 603-989-3111 EXT 1510

Date: 5/18/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



May 18, 2011

DOCKET NO 136 4927-03238  
ITEM NO 22  
PAGE 27d

Jim McCartney  
Post Office Review Coordinator  
151 Forest Avenue  
Portland ME 04101-7030

RE: Postal Service Customer Questionnaire,  
Detailed comments pertaining to Question 1

Dear Mr. McCartney:

I work at Glencliff Home as the Finance Assistant in the Business Office. Glencliff Home is a long-term health care facility run by the State of New Hampshire, Department of Health and Human Services and is home to 115 developmentally disabled and/or mentally ill residents.

I receive my personal mail at the Glencliff Post Office but my concern regarding the possible closure of this post office is more for the residents I serve than for myself.

I am responsible for managing the personal funds for our residents. In that capacity, I send out mail and/or packages on behalf of our residents on a daily basis. Because our residents are developmentally disabled and/or mentally ill, they require a substantial amount of assistance from staff members to manage all aspects of daily living.

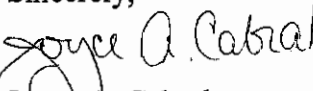
One of our maintenance staff members picks up the mail, both business-related mail for the facility and personal mail for the residents, each weekday morning. An administrative staff member brings outgoing letters and packages to the Glencliff Post Office each weekday afternoon. The staff members also purchase Money Orders, stamps and supplies as needed.

The convenient location of the Glencliff Post Office allows our staff members to perform the "post office run" and return to the GH campus in just a few minutes. This is important to the function of Glencliff Home since these staff members have other duties to perform. Also, because of our remote location and the type of residents we serve, having all personnel available is essential in the event of an emergency on campus.

Due to their difficult psychological and medical needs, many of our residents are not accepted at traditional nursing homes close to their homes and families. Sending and receiving letters and packages is crucial to maintaining relationships with family and friends who are unable to visit regularly.

I sincerely hope that you take the needs of Glencliff Home's 115 residents into consideration when you determine the future of the Glencliff Post Office.

Sincerely,

  
Joyce A. Cabral  
PO Box 7  
Glencliff NH 03238



05/24/2011

WAYNE GOGUEN  
PO BOX 20  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

DISABLED

DISABLED

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: WAYNE Goguen

Address: 9 STATION RD OR P.O. Box 20 GLENCLIFF, NH 03238

Telephone: 603-989-3000

Date: 5-10-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/24/2011

JOHN ROBBLEE  
1396 NH RTE 25  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Thank you for your questionnaire in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenclyff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

- From May 15 to Oct 15  
all answers are then  
daily By  
800 hikers on the  
Appalachian Trail*
- a. Buying Stamps
- b. Mailing Letters
- c. Mailing Parcels
- d. Pick up Post Office box mail
- e. Pick up general delivery mail
- f. Buying money orders
- g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation
- h. Sending Express Mail
- i. Buying stamp-collecting material

Daily	Weekly	Monthly	Never
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

walk to the P.O. during hiking season.

200+ Senior Citizens

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain: Appalachian Trail Hikers walk to the P.O. for pickup and mailing of their goods & supplies. 800 is the norm for the summer. We would have to make hundreds of trips to work or become a P.O. ourselves to receive hundreds of packages.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Woodsville

☒ Personal needs Woodsville

☒ Banking Woodsville

☒ Employment Connecticut

☒ Social needs Auburn, NH

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: John Robblee

Address: 1396 Rt 25 NH Glencliff, NH

Telephone: 603-989-0040

Date: May 19, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

From May 15 to Oct. 15 we have 800 Appalachian Trail Hikers that use the Glencliff, NH. Post Office. It is one of the historic places on the Appalachian Trail. We are a hiker hostel and the Post Office is across the street from us, giving valuable walk-in service to the Hikers. It will cause us to lose business & cause great inconvenience to have the Post Office moved or discontinued.



05/24/2011

GARY W BEAGLES

1396 NH RTE 25  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenduff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Thank you for your questionnaire in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenduff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.

If it is determined that a discontinuance of the Glenduff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenduff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990





From May 15 to Oct 15  
By 800 Appalachian Trail  
Hikers

### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

They can walk to P.O. for services

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Hikers need to get to a Post Office. We will have to transport hikers & hundreds of phone calls to Warren, P.O. will be required to see if Hiker Packages are there or we will become a defunct P.O. which we don't want.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Woodsville  
☒ Personal needs Woodsville  
☒ Banking Woodsville, Hancock  
☒ Employment  
☒ Social needs Woodsville, Lincoln, North Woodstock

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Gary W. Beagles

Address: 1396 Route 25 NH Glencliff, NH.

Telephone: 603-989-0040

Date: May 19, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

800 Appalachian Trail Hikers use our hostel and the Glencliff, NH Post Office which is across the street. Hikers have no vehicles to go to Warren. This will require us to be a Post Office Drop off for them or shuttling them to the Warren, P.O. Hundreds of phone calls to the Warren P.O. will be made to see if packages are there and/or hundreds of trips to Warren 5 miles away will have to be made. This will inconvenience the hiking community & they will shift their services from this hostel to Lincoln or North Woodstock causing great inconvenience to them and us.



05/25/2011

DONNA RENKERT  
PO BOX 59  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glendcliff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

If it is determined that a discontinuance of the Glendcliff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glendcliff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

NOT AS RELIABLE, NOT AS SECURE

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

DONNA RENKERT

Address:

PO Box 59

Telephone:

603 - 989-5905

Date:

5-23-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/26/2011

L TODD BICKFORD  
393 HIGH ST  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glendcliff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
- You expressed a concern about mail addressed to Glendcliff Home residents. Customers who retain Po Box service would continue to use their same mailing address and box number when moved to the Warren Post Office. Customers who elect to receive roadside delivery will be assigned a 911 address. The new address will use the Warren name and 03279 ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

If it is determined that a discontinuance of the Glendcliff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glendcliff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7166.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☒ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

Answering for Glencliff Home  
all our Residents mail goes To Glencliff and can't be picked up elsewhere



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Answering for whole morning Home  
☒ Personal needs We normally have trips out to Haverhill  
☒ Banking or West Lebanon  
☒ Employment  
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: L. Todd Bickford

Address: 393 High St. Glencliff NH 03238

Telephone: 989-3111 x 1562

Date: 5/23/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





05/26/2011

JOAN BLOOM

53 SCOTT HILL RD  
WARREN, NH 03279

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glenclyff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the community bulletin board at the Post Office. A community bulletin board is available at the Warren Post Office for use by the residents.

If it is determined that a discontinuance of the Glenclyff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glenclyff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> NA
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> NA
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

Fundraiser adds

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Line closer to Glencliff P.O.  
pass Warren, Wentworth, becoming on way to  
Plymouth shopping.



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

*Plymouth - Hannaford - Wal Mart Woudsville*

☒ Personal needs

*Hardware in Warren*

☒ Banking

*Pemi in Plymouth*

☒ Employment

*Retired*

☒ Social needs

*Plymouth or Woudsville*

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

*Jean C. Bloom*

Address:

*301 Hill Rd - Warren NH 03279*

Telephone:

Date:

*May 11-11*

*I was the PMR for Glencliff 20 yrs.*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/02/2011

TIMOTHY HICKEY

PO BOX 12  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Glencliff Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the limited hours of operation at the Post Office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for less hours of service per week. Carrier service will provide 24-hour access to the mail.

If it is determined that a discontinuance of the Glencliff Post Office should be pursued, a formal proposal will be posted in the Warren Post Office and Glencliff Post Office at a later date. If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leigh St Pierre-Tribuno".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the GLENCLIFF Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain:

☒ YES ☐ NO

Noth Haverhill occasionally



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☒ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

The hours of local post offices are not open for us to get mail (Warren - Pike - Glenciff - Haverhill). We leave early - get home late. (We frequently miss bills and checks.)

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Plymouth  
☒ Personal needs Concord  
☒ Banking Woodsville  
☒ Employment Franconia - Lincoln  
☒ Social needs North Haverhill

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Timothy Hickey

Address:

Po Box 12, 164 High st. Glenciff, NH.

Telephone:

603-731-3517

Date:

5-23-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

### Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the GLENCLIFF Post Office on 04/26/2011. Additionally, during the survey period, questionnaires were available at the GLENCLIFF Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	<u>55</u>
Favorable to proposal	<u>7</u>
Unfavorable to proposal	<u>16</u>
Expressing no opinion	<u>8</u>
Total questionnaires received	<u>31</u>

## Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

You expressed a concern about the loss of the community bulletin board at the Post Office. A community bulletin board is available at the Warren Post Office for use by the residents.

2. Concern (Favorable):

Customers were concerned about the limited hours of operation at the Post Office.

Response:

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for less hours of service per week. Carrier service will provide 24-hour access to the mail.

3. Concern (Favorable):

No Concern

Response:

4. Concern (No Opinion):

Customers were concerned about mail security

Response:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

5. Concern (No Opinion):

No Concern

Response:

6. Concern (No Opinion):

You were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

7. Concern (Unfavorable):

Customer expressed a concern about HIKERS

Response:

Thank you for your questionnaire in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenduff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.

8. Concern (Unfavorable):

Customer expressed a concern about service to hikers on the Appalachian Trail.

Response:

Thank you for your email in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenduff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the



9. Concern (Unfavorable):

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response:

You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

10. Concern (Unfavorable):

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

Response:

You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

11. Concern (Unfavorable):

Customers expressed concern over the dependability of rural route service

Response:

You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

12. Concern (Unfavorable):

Customers were concerned about a change of address

Response:

You expressed a concern about mail addressed to Glenduff Home residents. Customers who retain Po Box service would continue to use their same mailing address and box number when moved to the Warren Post Office. Customers who elect to receive roadside delivery will be assigned a 911 address. The new address will use the Warren name and 03279 ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

13. Concern (Unfavorable):

Customers were concerned about later delivery of mail

Response:

You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

14. Concern (Unfavorable):

Customers were concerned about mail security

Response:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Also, customers have the option of retaining their PO Box service. The boxes would be moved to the Warren Post Office and customers would retain their same number and mailing address.

15. Concern (Unfavorable):

Customers were concerned about obtaining services from the carrier

Response:

You are concerned about obtaining services from the carrier. Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase

Order (stamp), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

16. **Concern (UnFavorable):**

Customers were concerned about obtaining services from the carrier

**Response:**

You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

17. **Concern (UnFavorable):**

Customers were concerned about the mailboxes being damaged by snowplows

**Response:**

You expressed a concern about the mailboxes being damaged by snowplows. Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

18. **Concern (UnFavorable):**

You were concerned about having to travel to another post office for service

**Response:**

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

#### **Nonpostal Concerns**

The following nonpostal concerns were expressed

1. **Concern (UnFavorable):**

Customers expressed concern for loss of gathering place and information center.

**Response:**

You expressed a concern about the loss of a gathering place and information center. Residents may continue to meet informally, socialize, and share information at a church, hall, or residences in town.

2.

Concern (Unfavorable).

Customers expressed concern for loss of gathering place and information center.

Response:

You expressed a concern about the loss of a gathering place. Residents may continue to meet informally, socialize, and share information at a church, hall, or residences in town.

# Community Meeting Roster

Postal Service Representative (Names and Titles):  
JIM MCCARTNEY, POST OFFICE REVIEW COORDINATOR  
LEIGH ST. PIERRE, MANAGER, PO OPERATIONS  
JOHN CANTWELL, SR MANAGER, PO OPERATIONS

Date: 05/24/2011  
Time: 06:00 PM

Total Number of Customers Present: 21

Place: the Warren Town Hall

This document may become a part of the official record that will be available for public viewing.

## Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Marsha Downs	PO Box 71 Glenduff	03238	764-9151
HAROLD B. PARKER	CONGRESSMAN BASS'S OFFICE	-	226-0064
BERTIE MARRS	PO Box 65	03779	272-4933
Charlie Chandler	400 Sarsin Hill	03279	189-9814
Paul Badger	P.O. Box 263	03279	764-9412
Phil Badger	PO Box 28 Glenduff	03238	989-5858
Matthew Stevens	POB 171 Lyme	03768	676-4102
MIKE HARPER	PO 9 GLENCLIFF	03238	989-5453
MEVANS	WARREN		
John Robblee	PO Box 25 Glenduff	03238	989-0040
DON B. BAGLEY	WARREN	03279	764-9469
Paul Badger	Dumbarton, NH	03046	974-3843
Nancy Fote	PO BOX 4	03238	989-5911
Charlie Fote	PO Box 4	03238	989-5911
Donna Thayer	Sen. Ayotte's Office		602-79479
Mike Wright	54 Studio Rd	03279	603-645753
Colby Bell	1429 Rte 25	03238	989-5987
Sharon Bell	1429 Rte 25	03238	989-5987
ARLAND PLOURDE	393 HIGH ST		989-3111
GLENCLIFF HOME			

more names

## Community Meeting Roster

Postal Service Representative (Names and Titles):

**JIM MCCARTNEY, POST OFFICE REVIEW COORDINATOR**

**LEIGH ST. PIERRE, MANAGER, PO OPERATIONS**

JOHN CANTWELL, SR MANAGER, PO OPERATIONS

Date: 05/24/2011

Time 06:00 PM

**Total Number of Customers Present:**

21

Place: the Warren Town Hall

**This document may become a part of the official record that will be available for public viewing.**

**Names of Customers Present:**

[illegible]

## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. **Concern (UnFavorable):**  
You expressed a concern about getting rural delivery service to your homes location.  
**Response:**  
There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.
2. **Concern (UnFavorable):**  
Customers asked why their post office was being discontinued while others were retained  
**Response:**  
Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
3. **Concern (UnFavorable):**  
Customers questioned the economic savings of the proposed discontinuance  
**Response:**  
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
4. **Concern (UnFavorable):**  
Customers wanted to know what do they have to do to keep the Post Office open.  
**Response:**  
Everything you are doing now. Answering questionnaires with comments and concerns. Attending this community meeting. Also, if there is a final determination to close, you will have the option of appealing the decision to the Postal Regulatory Commission.
5. **Concern (UnFavorable):**  
Customers expressed a concern for the Appalachian Trail thru hikers and Glenciff Home for the Elderly.  
**Response:**  
The Glenciff Post Office is one of 11 post offices in New Hampshire listed on the Appalachian Trail. They range from ten miles to under one mile off the trail. The Warren Post Office is one of the eleven listed at 4.8 miles off the trail. The Glenciff Home would be able to retain its Post Office Box mailing address. It may also be at no fee due to non delivery to the street for the area and town in which it resides.
6. **Concern (UnFavorable):**  
Customers were concerned about the mailboxes being damaged by snowplows  
**Response:**  
Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.
7. **Concern (UnFavorable):**  
Customer concerned with the safety of hikers picking up winter or summer gear.  
**Response:**  
The Post Office is proud to be a part of the Appalachian Trail hikers experience. Of the 129 post offices listed on the trail, 11 are in New Hampshire. Warren at 4.8 miles and Lyme Center at 1.2 miles off the trail are local offices that would be capable of servicing the hikers.
8. **Concern (UnFavorable):**  
Customers were concerned about a change of address  
**Response:**  
Customers will be assigned a 911 address. The new street address would use the Warren name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers who remain in a Post Office Box will have no change in address.
9. **Concern (UnFavorable):**  
Customers expressed concern over the dependability of rural route service

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

10. Concern (UnFavorable):

Customers felt inclement weather and poor road conditions might impede delivery

Response:

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

**Nonpostal Concerns**

1. Concern (UnFavorable):

Customers expressed concern for loss of a community gathering place.

Response:

Residents may continue to meet informally, socialize, and share information at the Willing Workers Hall and residences in town.





## Do Not Close the Glencliff, NH Post Office

We, the undersigned citizens and customers of the Glencliff Post Office, hereby protest any change in the status of our post office.

We want to keep our post office open and operating in its present status—as a United States post office operated by the postmaster and his or her employee(s).

Our post office is the focal point of our little village and serves as a place for people to meet and catch up while getting their mail. The population of Glencliff is small, but there are a lot of other people who depend on the service our post office supplies. The Glencliff P.O. is a very important way station for Appalachian Trail thru-hikers and section-hikers who need to be able to receive and mail home packages containing provisions and seasonal equipment. An estimated 250 to 400 thru-hikers use the post office every year between May and October. The Glencliff Home for the Elderly also uses our post office for receiving and mailing letters and packages for its hundred-some residents.

We do not accept your proposed change in service, namely, that you will offer us the use of rural carriers to meet our delivery and mailing needs. This will not be convenient and will not provide the flexibility and access to services that we require. Many of us do not have the luxury of waiting at home for the rural carrier to come by so that we can buy stamps or mail packages. Rural delivery will not give us the confidence we currently enjoy in knowing that important pieces of mail are safe in our locked post office boxes and not out on the road where anyone can tamper with them. And if you want to suggest that we get a post office box at one of the closest post offices in Warren (4.8 miles away) or Pike (6.8 miles away), you forget that the winters up this way are often very nasty, and a lot of us count on being able to walk to the post office when winter storms make driving dangerous. Rural delivery will not work at all for the Appalachian Trail hikers or non-resident box holders.

You may cite the Postal Reorganization Act of 1970 to justify closing our small post office based on a lack of revenue, but you have not proposed a level of service that will meet the needs of our small community.

We do not feel your proposal meets your criteria.

Additional Comments: My wife and I use the Glencliff Post Office every day. My wife, an author of children's books, could not get along without this post office. I am an investor and could not continue to live in Glencliff without this facility and all of its' features.

Date	15 MAY, 2011
Printed Name/Title (if any)	R. ERIC + MARGARET JANE JONES
Address	P.O. Box 64, GLENCLIFF NH 03238
	Signature (on appropriate line below)
Resident Patron	<i>R. Eric Jones + Margaret Jane Jones</i>
Non-Resident Patron	
Appalachian Trail Hiker	
Other Concerned Citizen	

## Do Not Close the Glencliff, NH Post Office

We, the undersigned citizens and customers of the Glencliff Post Office, hereby protest any change in the status of our post office.

We want to keep our post office open and operating in its present status—as a United States post office operated by the postmaster and his or her employee(s).

Our post office is the focal point of our little village and serves as a place for people to meet and catch up while getting their mail. The population of Glencliff is small, but there are a lot of other people who depend on the service our post office supplies. The Glencliff P.O. is a very important way station for Appalachian Trail thru-hikers and section-hikers who need to be able to receive and mail home packages containing provisions and seasonal equipment. An estimated 250 to 400 thru-hikers use the post office every year between May and October. The Glencliff Home for the Elderly also uses our post office for receiving and mailing letters and packages for its hundred-some residents.

We do not accept your proposed change in service, namely, that you will offer us the use of rural carriers to meet our delivery and mailing needs. This will not be convenient and will not provide the flexibility and access to services that we require. Many of us do not have the luxury of waiting at home for the rural carrier to come by so that we can buy stamps or mail packages. Rural delivery will not give us the confidence we currently enjoy in knowing that important pieces of mail are safe in our locked post office boxes and not out on the road where anyone can tamper with them. And if you want to suggest that we get a post office box at one of the closest post offices in Warren (4.8 miles away) or Pike (6.8 miles away), you forget that the winters up this way are often very nasty, and a lot of us count on being able to walk to the post office when winter storms make driving dangerous. Rural delivery will not work at all for the Appalachian Trail hikers or non-resident box holders.

You may cite the Postal Reorganization Act of 1970 to justify closing our small post office based on a lack of revenue, but you have not proposed a level of service that will meet the needs of our small community.

We do not feel your proposal meets your criteria.

Additional Comments:

Date	5/20/2011
Printed Name/Title (if any)	Robert Sylvester
Address	211 Corinth Dr Bay Saint Louis, MS 39520
	Signature (on appropriate line below)
Resident Patron	
Non-Resident Patron	
Appalachian Trail Hiker	Robert
Other Concerned Citizen	

## Do Not Close the Glenclyff, NH Post Office

We, the undersigned citizens and customers of the Glenclyff Post Office, hereby protest any change in the status of our post office.

We want to keep our post office open and operating in its present status—as a United States post office operated by the postmaster and his or her employee(s).

Our post office is the focal point of our little village and serves as a place for people to meet and catch up while getting their mail. The population of Glenclyff is small, but there are a lot of other people who depend on the service our post office supplies. The Glenclyff P.O. is a very important way station for Appalachian Trail thru-hikers and section-hikers who need to be able to receive and mail home packages containing provisions and seasonal equipment. An estimated 250 to 400 thru-hikers use the post office every year between May and October. The Glenclyff Home for the Elderly also uses our post office for receiving and mailing letters and packages for its hundred-some residents.

We do not accept your proposed change in service, namely, that you will offer us the use of rural carriers to meet our delivery and mailing needs. This will not be convenient and will not provide the flexibility and access to services that we require. Many of us do not have the luxury of waiting at home for the rural carrier to come by so that we can buy stamps or mail packages. Rural delivery will not give us the confidence we currently enjoy in knowing that important pieces of mail are safe in our locked post office boxes and not out on the road where anyone can tamper with them. And if you want to suggest that we get a post office box at one of the closest post offices in Warren (4.8 miles away) or Pike (6.8 miles away), you forget that the winters up this way are often very nasty, and a lot of us count on being able to walk to the post office when winter storms make driving dangerous. Rural delivery will not work at all for the Appalachian Trail hikers or non-resident box holders.

You may cite the Postal Reorganization Act of 1970 to justify closing our small post office based on a lack of revenue, but you have not proposed a level of service that will meet the needs of our small community.

We do not feel your proposal meets your criteria.

Additional Comments:

Date	5-20-11
Printed Name/Title (if any)	Raymond Myers
Address	955 Van Leer Drive, Nashville, TN 37220
	Signature (on appropriate line below)
Resident Patron	<input type="checkbox"/>
Non-Resident Patron	<input type="checkbox"/>
Appalachian Trail Hiker	<input checked="" type="checkbox"/>
Other Concerned Citizen	<input type="checkbox"/>

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**Additional Comments:**

*In addition to convenience and time issues for Glencliff residents, another issue is at hand in the closure debate. I am referring to the needs of Appalachian Trail Through-hikers whose closest drop-off locations are either Hanover (over 30 miles away) or Woodstock, NH (only 23 miles north, but 6 miles off the trail). Please consider these strategic issues of a Glencliff P.O.*

Date	5/23/11
Printed Name/Title (if any)	Chandler Harris
Address	P.O. Box 238
	Signature (on appropriate line below)
Resident Patron	
Non-Resident Patron	
Appalachian Trail Hiker	
Other Concerned Citizen	Chandler Harris

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Additional Comments:

*This postal services has served 1,000s of hikers and helped pull them into Glencliff.*

Date	<i>5/24</i>	<i>5/24/11</i>
Printed Name/Title (if any)	<i>Shane Clifford</i>	
Address	<i>66 Mark Street, Springfield, VT 05156</i>	
	Signature (on appropriate line below)	
Resident Patron	<i>Shane Clifford</i>	
Non-Resident Patron		
Appalachian Trail Hiker	<i>Shane Clifford</i>	
Other Concerned Citizen		

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Additional Comments:

Date

5/23/2011

Printed Name/Title (if any)

Heather Tonlmin

Address

5 Sloan Lane, Lyme, NH 03768

Signature (on appropriate line below)

Resident Patron

Non-Resident Patron

Appalachian Trail Hiker

Heather Tonlmin

Other Concerned Citizen

**Do Not Close the Glenclyff, NH Post Office**

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Additional Comments:

Date

5/23/2011

Printed Name/Title (if any)

Steven Towlin

Address

5 Sloan Lane Lyme, NH 03768

Signature (on appropriate line below)

Resident Patron

Non-Resident Patron

Appalachian Trail Hiker

Shirley Towlin

Other Concerned Citizen

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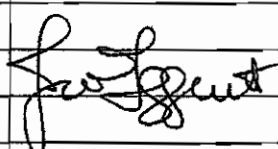
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### Additional Comments:

I am a former resident of Glencliff. Not only is the post office a vital component of the town and a key resupply point for A-T hikers, but it also should remain open due to the limited savings that would result from its closure. It is a small post office and we love it. Please keep it open! Thank you!

Date	5/31/2011
Printed Name/Title (if any)	Jean Taggart
Address	P.O. Box 191 Brookline NH 03033
	Signature (on appropriate line below)
Resident Patron	
Non-Resident Patron	
Appalachian Trail Hiker	
Other Concerned Citizen	



*For The Official Record  
B. Belyea  
Glenciff 03238*

5/25/11

# New Hampshire News

NEW HAMPSHIRE  
**UNION LEADER**

Wednesday, May 25, 2011 • Page B1

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## Residents voice support for Glenciff post office

◆ **Warren:** Post office serves Glenciff Home and Appalachian Trail hikers.

By LORNA COLQUHOUN  
Union Leader Correspondent

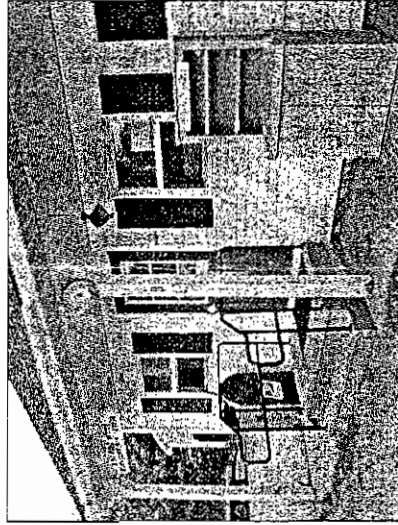
**WARREN** — The Glenciff Post Office may be one of the state's smallest, but for hundreds of hikers, it is a lifeline on their trek along the Appalachian Trail and for residents, a convenience and source of pride in their rural commu-

nity.

"This is not what I consider a normal little post office," said Philip Belyea, who retired last year after 37 years as postmaster and in whose house the Glenciff Post Office is located. "This one serves the Glenciff Home and the Appalachian Trail through-hikers. They are very special customers and require special services."

Nearly 40 people, including representatives of U.S. Rep. Charles Bass and U.S.

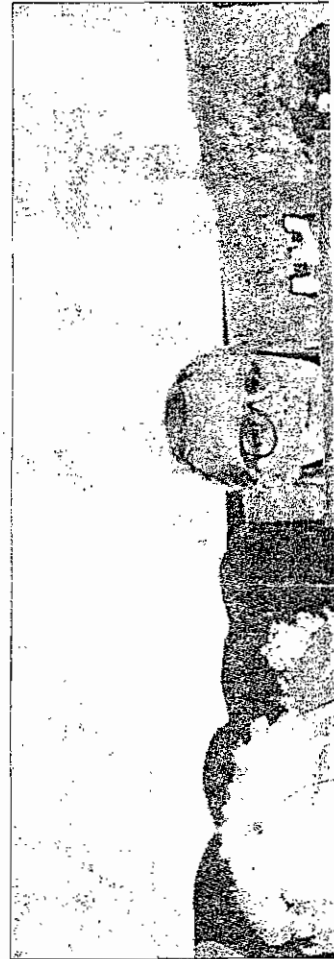
— See Glenciff, Page B2



The future of 03238 — the Glenciff Post Office — was discussed Tuesday night in Warren. The small post office, a quarter of a mile off the Appalachian Trail, is one of three in New Hampshire that serve hundreds of hikers every summer as they pass through on the famed trail from Georgia to Maine.

LORNA COLQUHOUN

## MIND GAMES



## Keene police dog Laika retires after 7 years on patrol

◆ **"Patriot" takes over:**  
Retirement ceremony held



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old finals. He has a problem with mathematics, a nagging problem that New-

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“World Finals is a life-changing experience for the kids in many ways,” Mayo said. “It broadens their minds, inspires them and gives them opportunities to meet other kids from around the world. It is an experience many of these kids may not otherwise have.”

The students arrive in Maryland on Friday night and will have all day Saturday for an educational trip into Washington, D.C. They will perform on Sunday and on Monday they will get their "spontaneous" challenge. On Monday night, awards will be announced.

Downey said they are "so ready" to compete in the world finals and hopes their performance impresses the judges.

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officer has killed about a dozen animals since Jan. 1.

By JASON SCHREIBER  
Union Leader Correspondent

Local authorities are warning the public to be extra cautious after more than a dozen suspected cases of rabid animals were reported in the Epping and Kingston areas in recent weeks.

Since Jan. 1, Epping Animal Control Officer Bill Hansen said he's killed 10 to 12 wild animals that he believes were rabid. That's the most he has seen in his six years as animal control officer.

# Glencliff

Sen. Kelly Ayotte turned out for a meeting Tuesday night at the Warren Town Hall, where officials of the U.S. Postal Service answered questions about the process that will decide whether the Glenduff Post Office remains open.

"What we are looking at is closing the post office and establishing rural delivery," said James McCartney, of the U.S. Postal Service Review Committee, who said the review process takes into consideration work load and revenues.

the post office boxes would move into Warren, but the address would retain the same box number and ZIP code, 03230. Street delivery would be free, but those who retain their postal boxes would have to pay when they are transferred to

yards," he said.

Kingston Police Chief Donald Briggs urged residents to be careful.

"It's strange that we would see two cabies-related calls in two weeks," he said.

While none of the suspected cases has been confirmed, Hoffman said he knows the signs of rabies and is almost certain that the animals he destroyed were sick. They included skunks, raccoons and foxes.

"Over the years I've come to recognize the symptoms," he said.

April and May tend to be the months when state and local

the Warren Post Office.

Discussion ranged from the importance of the post office, particularly for the through-hikers, many of whom reach Glenclyff in August and September and then face Mount Moosilauke, the first part of the trail that goes above treeline on the hike north. Bettyea and others said this is the first point where they need to trade summer gear for cold weather gear.

Others said Glenduff, a village in Warren, and its ZIP code are a source of pride.

"It's a ZIP code we're pretty proud of," said Armand Plourde, deputy administrator for the Glenciff Home. "We feel strongly about that." Another resident, who worked at the Glenciff Home for over 22 years, said

Hampshire and New England, wild carrots are found only in cases where a person or domestic animal have been bitten.

While domestic animals and humans have been exposed to rabies in New Hampshire this year, Jordan said none contracted the disease.

Jordan urged people to stay away from wild animals, especially those behaving in an erratic manner, such as running in circles.

"Under no circumstances should they ever handle one," Jordan said. "It's tempting in the spring to pick up young animals they think are abandoned in a field, but you're better off to leave it."

it wouldn't be a problem for an employee to go into Warren daily and pick up the mail there, a statement Plourde later refuted.

"As far as Appalachian Trail hikers, they're hiking 2,000 miles or more - what's an extra 5 miles to (go to the Warren Post Office) to pick up a package?" the man said.

The Glenclyff Post Office is just one of four along the trail — the others are in Hanover, North Woodstock and Gorham. Belyea said the Glenclyff office gets 700 to 800 hiker packages per year.

Located several miles west of downtown Warren on Route 25, the tiny post office is just a quarter of a mile off the famed trail, which stretches from Georgia more than 2,000 miles to Maine's Mount Katahdin.

Warren selectman Charles Chandler said the board opposes any move to close the Glencoff office.

"You can't measure the fabric of the community," he said. "It is essential for elderly residents and it is a key component for hikers on the Appalachian Trail — it is the single most significant post office on the trail. It is something you can't put a number on. It would be devastating to the community of Glenclyff if it closes."

McCartney said he will review comments he heard during the meeting, as well as several petitions, including some from the hiking community, and decide in the next three weeks whether the future of the post office will move up to, and be a part of, the main building.

Continued from Page B1

# THE THRU-HIKER'S HANDBOOK

Bob "501" McCaw

*For the  
Official Record!*

*P. Belyea*

*G. Bencliff, Jr.  
03238*

2010 Edition  
CENTER FOR APPALACHIAN TRAIL STUDIES

[www.trailplace.com](http://www.trailplace.com)

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**The Thru-hiker's Handbook**

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Cover photo: *JERMM on top of the Priest, photo used with permission*

Center for Appalachian Trail Studies  
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Sudbury, MA 01776-3391  
781-752-6100

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2010 Edition

***About this Handbook***

*The Thru-hiker's Handbook* was first published in the spring of 1991 by the Appalachian Trail Conference. It replaced *The Philosopher's Guide*, ATC's original thru-hiker guide, which was retired by its author at the end of the 1990 thru-hiking season. *The Thru-hiker's Handbook* was published by ATC from 1991 through 1993, and by Dan "Wingfoot" Bruce from 1994 through 2007.

This is the third year of publication by the current author. Both the "trail" and the "town" sections of the book contain new information this year. I hope you find the *Handbook* complete and easy-to-use.

--Bob McCaw

***How to Give Feedback***

Users of this guide are requested to give feedback. Corrections, suggestions, comments, and information for improving the 2011 edition can be sent to "Handbook" c/o the Center at the address above, or e-mail feedback to <[webmaster@trailplace.com](mailto:webmaster@trailplace.com)>.



## Post Office Information

The post offices in this listing are the ones most frequently used as maildrop locations by past thru-hikers, according to survey. The number preceding the post-office name indicates how many thru-hikers used that location last year as a maildrop location, as follows: ① = 200+, ② = 100+, ③ = 50+, ④ = special listing.

- ① Suches, GA 30572—Mon-Fri 7:30-11:30, 1-4:30, Sat 7:30-11:30;  
3605 Hwy. 60, 706-747-2611
- ② Helen, GA 30545—Mon-Fri 9-5, Sat 9-12; 7976 S. Main St., 706-878-2422
- ① Hiawassee, GA 30546—Mon-Fri 8:30-5, Sat 8:30-12; 188 N. Main St.,  
706-896-3632
- ① Franklin, NC 28734—Mon-Fri 8:30-5, Sat 9-12; 250 Depot St., 828-524-3219
- ① Fontana Dam, NC 28733—Mon-Fri 8:30-3, 50 Fontana Rd., 828-498-2315
- ② Gatlinburg, TN 37738—Mon-Fri 9-5, Sat 9-11; 1216 E. Parkway, 865-436-3229
- ① Hot Springs, NC 28743—Mon-Fri 8:30-11:30, 1-4, Sat 8:30-10:30;  
111 Bridge St., 828-622-3242
- ① Erwin, TN 37650—Mon-Fri 8:30-4:45, Sat 10-12; 201 N. Main, 423-743-9422
- ② Roan Mountain, TN 37687—Mon-Fri 8-12, 1-4, Sat 7:30-9:30;  
8060 Hwy. 19E, 423-772-3014
- ③ Elk Park, NC 28622—Mon-Fri 7:30-12, 1:30-4:15, Sat 7:30-11;  
153 Main St., 828-733-5711
- ③ Hampton, TN 37658—Mon-Fri 7:30-11:30, 12:30-4, Sat 8-10;  
433 Hwy. 321, 423-725-2177
- ① Damascus, VA 24236—Mon-Fri 8:30-1, 2-4:30, Sat 9-11;  
211 N. Reynolds St., 276-475-3411
- ② Troutdale, VA 24378—Mon-Fri 8:15-12, 1-4:30, Sat 8:15-11:30;  
93 Ripshin Rd., 276-677-3221
- ② Atkins, VA 24311—Mon-Fri 9-1, 2:30-4, Sat 9:30-11; 5864 Lee Hwy.,  
276-783-5551
- ① Bland, VA 24315—Mon-Fri 8-11:30, 12-4, Sat 9-11; 207 Jackson St.,  
276-688-3751
- ① Pearisburg, VA 24134—Mon-Fri 9-4:30, Sat 10-12; will answer knock until  
5:30pm weekdays if anyone working; 206 N. Main St., 540-921-1100
- ① Catawba, VA 24070—Mon-Fri 7:30-12, 1-5, Sat 8-10:30;  
4917 Catawba Creek Rd., 540-384-6011
- ① Daleville, VA 24083—Mon-Fri 8-5, Sat 8-12; 1492 Roanoke Rd., 540-992-4422
- ① Troutville, VA 24175—Mon-Fri 9-12, 1-5, Sat 9-11; 4952 Lee Hwy.,  
540-992-1472
- ② Big Island, VA 24526—Mon-Fri 8:30-12:30, 1:30-4:30, Sat 8-10;  
10830 Lee Jackson Hwy., 434-299-5072
- ② Glasgow, VA 24555—Mon-Fri 8-11:30, 12:30-4:30, Sat 8:30-10:30;  
805 Blue Ridge Rd., 540-258-2852
- ③ Buena Vista, VA 24416—Mon-Fri 8:30-4:30; 2071 Forest Ave., 540-261-8959
- ③ Montebello, VA 24464—Mon-Fri 8-12, 12:30-4:30, Sat 9-12;  
15048 Crabtree Falls Hwy., 540-377-9218
- ① Waynesboro, VA 22980—Mon-Fri 9-5; 200 S. Wayne Ave., 540-942-7320
- ② Elkton, VA 22827—Mon-Fri 8:30-4:30, Sat 9-11; 102 W. Rockingham St.,  
540-298-7772
- ③ Luray, VA 22835—Mon-Fri 8:30-4:30; 102 S. Broad St., 540-743-2100
- ① Front Royal, VA 22630—Mon-Fri 8:30-5, Sat 8:30-1; 120 E. 3rd, 540-635-7983
- ① Linden, VA 22642—Mon-Fri 8-12, 1-5, Sat 8-12; 13734 John Marshall Hwy.,  
540-636-9936

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- ② **Tyringham, MA 01264**—Mon-Fri 9-12:30, 4-5:30, Sat 8:30-12:30; 118 Main Rd., 413-243-1225
  - ① **Dalton, MA 01227**—Mon-Fri 8:30-4:30, Sat 9-12; 609 Main St., 413-684-0364
  - ① **Cheshire, MA 01225**—Mon-Fri 7:30-1, 2-4:30, Sat 8:30-11:30; 214 Church St., 413-743-3184
  - ① **Williamstown, MA 01267**—Mon-Fri 8:30-4:30, Sat 9-12; 56 Spring St., 413-458-3707
  - ② **North Adams, MA 01247**—Mon-Fri 8:30-4:30, Sat 10-12, 67 Summer St., 413-664-4554
  - ② **Bennington, VT 05201**—Mon-Fri 8-5, Sat 9-2; 108 Elm St., 802-442-2421
  - ① **Manchester Center, VT 05255**—Mon-Fri 8:30-4:30, Sat 9-12; 3452 Richville Rd., 802-362-3070
  - ② **Rutland, VT 05701**—Mon-Fri 8-5, Sat 8-12; 173 West St., 802-773-0222
  - ② **Killington, VT 05751**—Mon-Fri 8:30-4:30, Sat 8:30-12; 2046 Rt. 4, 802-775-4247
  - ② **Woodstock, VT 05091**—Mon-Fri 8:30-5, Sat 9-12; 22 Central St., 802-457-1323
  - ② **South Pomfret, VT 05067**—Mon-Fri 8-1, 2-4:45, Sat 8:30-11:30; 2035 Pomfret Rd., 802-457-1147
  - ② **West Hartford, VT 05084**—Mon-Fri 7-11:30 and 1-4:45, Sat 7:30-10:15; 4784 Rt. 14, 802-295-6293
  - ② **Norwich, VT 05055**—Mon-Fri 8:30-5, Sat 9-12; 293 Main St., 802-649-1608
  - ① **Hanover, NH 03755**—Mon-Fri 8:30-5, Sat 8:30-12; 50 S. Main St., 603-643-4544
  - ① **Glencliff, NH 03238**—Mon-Fri 7-10, 2-5, Sat 7-1; 1385 Rt. 25, 603-989-5154
  - ① **North Woodstock, NH 03262**—Mon-Fri 9:30-12:30, 1:30-4:30, Sat 9-12; 159 Main St., 603-745-8134
  - ② **Mt. Washington, NH 03589**—not recommended for sending packages
  - ① **Gorham, NH 03581**—Mon-Fri 8:30-5, Sat 8:30-12; 165 Main St., 603-466-2182
  - ① **Andover, ME 04216**—Mon-Fri 8:30-1:30, 2-4:30, Sat 8:30-11:30; 6 Church St., 207-392-4571
  - ① **Rangeley, ME 04970**—Mon-Fri 9:30-12:30, 1:30-4:15, Sat 9:30-12; 2517 Main St., 207-864-2233
  - ① **Stratton, ME 04982**—Mon-Fri 8:30-1, 1:30-4, Sat 8:30-11:30; 95 Main St., 207-246-6461
  - ① **Caratunk, ME 04925**—Mon-Fri 7:30-11:30, 12-3:45, Sat 7:30-11:15; 172 Main St., 207-672-3416
  - ① **Monson, ME 04464**—Mon-Fri 7:30-11:30, 12:30-4, Sat 7:30-11; 2 Greenville Rd., 207-997-3975
  - ① **Millinocket, ME 04462**—Mon-Fri 9-4, Sat 9-11:30; 113 Penobscot Ave., 207-723-5921

#### IMPORTANT!

Mail sent to post offices in Trail towns should be addressed to: Your Real Name (not a Trail name), c/o General Delivery, City, State, ZIP Code, and the notation "Hold for A.T. Hiker" followed by your expected arrival date on the letter or package. Do not send UPS or FedEx packages to post offices, since by law they cannot accept them. Most post offices ask thru-hikers for some form of photo I.D. (drivers license is acceptable). All post offices will give up to \$50 in cash on debit cards only.



APPALACHIAN TRAIL  
CONSERVANCY

DOCKET NO 1364927-83258  
ITEM NO 27c  
PAGE 1

James J. McCartney  
US Postal Service  
151 Forest Avenue  
Portland, ME  
04101

May 18, 2011

Re: Glencliff, NH post office

Dear Mr. McCartney,

On behalf of the Appalachian Trail Conservancy, I am writing to express our concerns about the proposed closing of the Glencliff, NH post office. It has come to our attention that the US Postal Service is considering closing this office, and we would like to express a strong voice of support to keep it open. While we recognize that USPS is facing serious financial constraints and has to make difficult choices to reduce its operating deficit, we urge you to consider the unique service this particular post office offers to the Appalachian Trail (A.T.) long-distance hiking community before making a decision to close the office.

The Appalachian Trail Conservancy (formerly known as the Appalachian Trail Conference) is a private, nonprofit, educational organization founded in 1925 to coordinate private-citizen as well as public-agency efforts to design, construct and maintain the Appalachian Trail and to conserve and manage adjacent lands and resources. ATC has a membership of 36,000 individuals and also is a federation of 31 affiliated hiking and outing clubs throughout the eastern United States, each of which maintains an assigned segment of the Appalachian Trail. More than two million people visit the A.T. each year and ATC provides information and educational resources to thousands of Trail visitors every year, including information on where to resupply.

The Glencliff, NH post office is located just ½ mile off the A.T. on NH Rt. 25 and A.T. long distance hikers, whether hiking the entire 2181 mile Trail, or a section of it, have had a longstanding favorable relationship with this post office. Glencliff is a small rural community at the base of Mt. Mousilauke and does not have many of the services frequently utilized by long-distance hikers. Therefore, several hundred hikers per year use the Glencliff PO to receive and send packages to and from home containing food, essential gear, maps and guidebooks, and other items that they need while away from home on a 4-6 month hiking journey. This tradition has been occurring since the 1960's.

A long-distance hiker will receive and send dozens of these "maildrops" while trekking from Georgia to Maine or vice-versa and for many hikers a long-distance hike on the



June 2, 2011

Appalachian Trail Conservancy  
Attn: Hawk Metheny  
799 Washington Street  
P.O. Box 807  
Harpers Ferry, WV 25425-0807

Dear Mr. Metheny,

Thank you for contacting the United States Postal Service with your concerns regarding the possible discontinuance study at the Glenclyff NH Post Office.

The Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact.

Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible. However, we are committed to providing excellent service to all of our customers, and regardless of cost saving measures, that will not change.

If a proposal to close a Post Office or station is warranted, the proposal is posted publicly for 60 days for comment. Comments received are reviewed by the Postal Service and the proposal is either revised for an alternative or deemed warranted. If deemed warranted and approved by the Northern New England District Manager, the proposal is sent to U.S.P.S. Headquarters officials for a decision. Only U.S.P.S. Headquarters can approve the closing of an office. If approved by U.S.P.S. Headquarters, the final decision is posted and affected customers have 30 days from the date of posting to appeal the decision to the Postal Regulatory Commission.

If you should have any further questions, feel free to call Kathy Rokowski, Consumer & Industry Contact Manager, at (207) 482-7207.

Sincerely,

A handwritten signature in cursive script that reads "Jim McCartney".

Jim McCartney  
Post Office Review Coordinator  
Northern New England District



# STATE OF NEW HAMPSHIRE

Executive Council

STATE HOUSE Room 207

CONCORD, NEW HAMPSHIRE 03301

(603) 271-3632 FAX: 271-3633

DOCKET NO  
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1



JOHN H. LYNCH, GOVERNOR

EXECUTIVE COUNCILORS:  
CHRISTOPHER T. SUNUNU

RAYMOND S. BURTON  
RAYMOND J. WIECZOREK

DANIEL I. ST. HILAIRE  
DAVID K. WHEELER

May 19, 2011

Mr. Jim McCartney  
Post Office Review Coordinator  
151 Forest Avenue  
Portland, Maine 04101-7030

Dear Mr. McCartney,

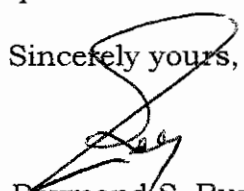
As Executive Councilor for NH Council District One, I write in support of keeping the Glencliff, NH US Post Office Open.

This small office, in addition to serving the residents along Route 25, serves the NH State Glencliff Home with some 114 full time residents, over 150 state employees, and is the delivery point of a great deal of business mail and packages.

Rural America has suffered enough with the loss of jobs and a decaying infrastructure.

Please keep this small rural Post Office Open.

Sincerely yours,

  
Raymond S. Burton  
Executive Councilor

c.c. Governor John Lynch  
NH Congressional Delegation; Senators Shaheen and Ayotte,  
Congressmen Bass and Guinta  
State Senator Jeanie Forrester  
NH State Representatives Rick Ladd and Paul Ingbretson  
Board of Selectmen, Town of Warren, NH  
Leigh St. Pierre-Trubuno, Manager Postal Operations

DISTRICT ONE	DISTRICT TWO	DISTRICT THREE	DISTRICT FOUR	DISTRICT FIVE
RAYMOND S. BURTON 338 RIVER ROAD BATH, NH 03740 TELEPHONE 747-3662	Daniel I. St. Hilaire 10 GREEN ST. CONCORD, NH 03301 TELEPHONE 568-5515	CHRISTOPHER T. SUNUNU 71 HEMLOCK COURT NEWFIELDS, NH 03104 TELEPHONE 658-1187	RAYMOND J. WIECZOREK 1060 RAY STREET MANCHESTER, NH 03104 TELEPHONE 624-1655	DAVID K. WHEELER 523 MASON ROAD MILFORD, NH 03055 TELEPHONE 672-6062

UNITED STATES  
POSTAL SERVICE

DOCKET NO

1364927-03238

ITEM NO

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PAGE

2

June 2, 2011

State of New Hampshire  
Office of the Executive Council  
Raymond S. Burton  
338 River Road  
Bath NH 03740-4527

Dear Mr. Burton,

Thank you for contacting the United States Postal Service with your concerns regarding the possible discontinuance study at the Glenclyff NH Post Office.

The Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact.

Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible. However, we are committed to providing excellent service to all of our customers, and regardless of cost saving measures, that will not change.

If a proposal to close a Post Office or station is warranted, the proposal is posted publicly for 60 days for comment. Comments received are reviewed by the Postal Service and the proposal is either revised for an alternative or deemed warranted. If deemed warranted and approved by the Northern New England District Manager, the proposal is sent to U.S.P.S. Headquarters officials for a decision. Only U.S.P.S. Headquarters can approve the closing of an office. If approved by U.S.P.S. Headquarters, the final decision is posted and affected customers have 30 days from the date of posting to appeal the decision to the Postal Regulatory Commission.

If you should have any further questions, feel free to call Kathy Rokowski, Consumer & Industry Contact Manager, at (207) 482-7207.

Sincerely,

Jim McCartney  
Post Office Review Coordinator  
Northern New England District

# Glenclyff Post Office (03238) gets support at hearing

By Bernie Marvin

**WARREN**—Nearly 40 people turned out last Tuesday evening at the Warren Town Hall to voice their support for a busy and popular Glenclyff Post Office that postal officials are looking at for possible closure or realignment some time in the future.

The post office is presently undergoing a study by postal authorities. Results of the testimony will come down from higher postal authorities in seven to 10 months, according to the US Postal Service's James McCartney.

McCartney traveled from Portland, Maine, to be at the hearing. He said that the entire structure of the post office, located in a private home off Route 25 in Glenclyff (a village in the town of Warren) is under review.

Hikers using the Appalachian Trail that runs a quarter-mile away from the post office frequently mail their old equipment or clothing that is no longer needed and pick up packages of new clothing, food and other supplies they will use on their way north. Many of the hikers end their trek in Maine and need to be resupplied along the way.

Most of the people at the hearing were opposed to closing the post office and had no trouble telling McCartney about the importance of not reducing the postal services offered to their small, rural community.



US Postal Service Review Coordinator, James McCartney (L) speaks with a crowd that assembled last week at a public meeting to hear about a study being undertaken to possibly close the Glenclyff Post Office. McCartney was seeking input from the residents and others who came to hearing the voice their opposition to closing the small postal facility located in an area of a private residence on NH Route 25 in Glenclyff. Glenclyff is a village in the town of Warren. Postal officials are now sifting through testimony and will be offering their opinion in several weeks. McCartney said the final decision will be sent down in seven to 10 months. TBWS/Bernie Marvin

The post office closure meeting was sponsored by the United States Postal Service, with McCartney serving as host. He is also the post office review coordinator and came to town to seek input from residents on the Postal Service consideration to eventually shut down the Glenclyff Post Office.

The study of the Glenclyff Post Office for closure is but

one of many studies going on in the country relative to cost-saving actions being taken by the US Postal Service during a period of dwindling revenues.

The Internet has been flooded with announcements relative to the possible closing of the post office and a active group has been formed, the hiking community said and is urging hikers and others

to help oppose the closure by signing and sending petitions to postal officials.

Lauri Pottleiger of the Appalachian Trail Conservancy group has informed the hiking community that the Glenclyff Post Office is one of the most important along the Appalachian Trail.

She said it is in the middle of a long stretch with very few

services and even fewer opportunities to resupply the hiker. She noted that it is also the recommended location for northbound thru hikers to send winter gear since it is right before the first mountain above tree line where hikers suddenly encountered dramatically harsher and colder temperatures.

McCartney said that should the Glenclyff facility be

closed, mail services will be moved over to the Warren post office.

We will be reviewing comments made during the hearing. Also there to speak with him about the plan to review the operation of the Glenclyff Post Office were field agents from US Senator Kelly Ayotte and US Representative Charlie Bass.

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603.536.1552

Also in Somersworth, Newington, Merrimack and Wolfeboro

## Post Office Deliveries To Appalachian Trail May Stop

POSTED: 8:00 am EDT May 24, 2011  
UPDATED: 9:07 am EDT May 24, 2011

[Email](#) [Print](#)

[Comments](#)

(10)



**GLENCLIFF, N.H.** -- The United States Postal Service is trying to determine whether it will close or consolidate a post office in the White Mountains.

A hearing is scheduled to be held Tuesday evening to determine the future of the post office in Glencliff.

It serves as the only post office that can deliver to hikers on the Appalachian Trail in the White Mountains.

Tell Us More: [E-mail WMUR](#) your tips and story ideas.

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Read more: <http://www.wmur.com/news/28002764/detail.html#ixzz1OAWVvIpq>

## Postal service may close post office to hikers in the whites

- By Merlyn Seeley, Appalachian Trail Hiking Examiner
- May 27th, 2011 7:49 pm ET

Have you heard the news?! The US Postal Service is thinking about closing the only post office in the White Mountains. **In fact they may have already done so.** There are many closures taking place with the Postal Service because of the turbulent economy. You know it's bad when the mail can't run. This post office is located in the White Mountains. That area is one of the prettiest and hardest to hike on the whole trail. The post office in the spot light is located in a village.

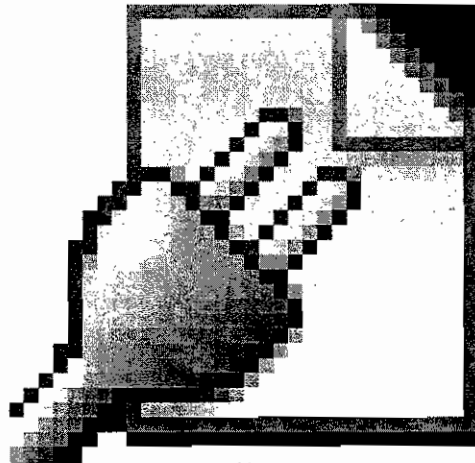
The village of Glenduff, New Hampshire, **this post office is the only one in the whites that is accessible to the Appalachian Trail.** AT hikers use this post office quite extensively for mail drops. Once north bound hikers reach this point they are more than half way through the trail and will need to pick up supplies and mail items home they no longer need. They do this via mail drops, the post office there in Glenduff is very important to the AT and its hikers.

According to the US Postal Service's website the post office in Manchester, NH, is being absorbed into the Northern New England District Office, in Portland. (Formerly named the Maine District Office) That means there will be no more mail drops in the Whites. And it means that hikers will have to find some alternative to getting items they need and need to mail home on this area of the trail. There is however hiker hostels in the area where a hiker can sometimes have mail drops sent and items mailed off.

The potential problem there though is that most hostels do not want to deal with the added responsibility of guarding hiker's mail so some hostels opt out of that service. We can only hope that the US Postal Service thinks about the impact that closing this office will have on the Appalachian Trail community. **If you want to help there is a phone number that you can call, it will connect you to the Mid-American US Postal Office located in Kansas City, Missouri.** You will get to talk their human resources department.

You can call them and tell them what you feel about closing this office and how it will impact the trail and you as well as how important that the post office is there. Being such a small community, Glenduff, the Postal Service may not know just how important that post office is. Every year thousands of hikers use their services for mailing and mail drops pick-up. **Call this number to the Mid-America office: M-F before 5pm 816-374-9194.**

Advertisement



# JOURNAL & OPINION

Volume 146 • Number 20 An Independent

## Move to close Glencliff PO sparks protests

by Maggie Carr

GLENCLIFF—The U.S. Postal Service is considering closing the Glencliff Post Office as part of its effort to address multibillion-dollar deficits. It is an easy target because it is one of the smallest post offices in the state of New Hampshire with about 50 box holders and it is located in a small village, which is part of Warren.

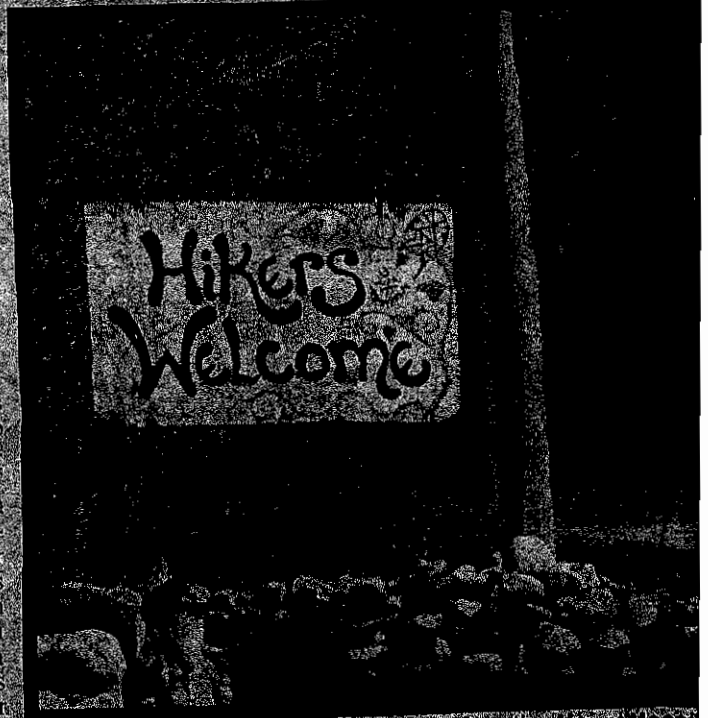
But between 250 and 400 Appalachian Trail thru-hikers from all over the world use the Glencliff Post Office every year between May and October for mailing and receiving packages. The post office is located about a quarter of a mile from where the trail crosses Route 25 and diagonally across the road from the Hikers Welcome Hostel. In the middle of summer, hikers will be sprawled out in lawn chairs or sitting on the grass in front of the post office opening packages from home, removing things from their packs that they no longer need, and mailing things back home.

Appalachian Trail Conservancy northeast executive director Hawk Metheny said that the USPS has provided a highly valued public service to hikers through the Glencliff Post Office.

It is a particularly important resupply point for northbounders since it is just below the ascent to Mount Moosilauke and the beginning of the White Mountains, Metheny said in an interview with the *Journal Opinion*. "Long-distance hikers typically send their cold weather gear to this location as they prepare to make the transition from relatively lower elevation summer hiking to higher elevation hiking in fall." The post office has been used as a resupply point for hikers since the 1960s, he said, and if it were to close, hikers would have to use the post office in Hanover, 43 miles south of Glencliff, or the post office in North Woodstock, which is located six miles away from the trail and 26 miles north of Glencliff.

Without the Glencliff Post Office, thru-hikers coming from Hanover would have to go a stretch of 69 miles to the next resupply point in North Woodstock, that's the equivalent of about four and a half days of hiking, Metheny said, though that's not an unusual distance for resupply.

See Glencliff on page 9



A waypoint on the Appalachian Trail before the Mount Moosilauke ascent, the Hikers Welcome Hostel is located just across the road from the Glencliff Post Office. In addition to Glencliff residents, hiking community is protesting USPS plans to close the post office in that village.

JO PHOTO BY ALEX NUTT



## Glenclyff fighting to keep post office

*Continued from page 1*

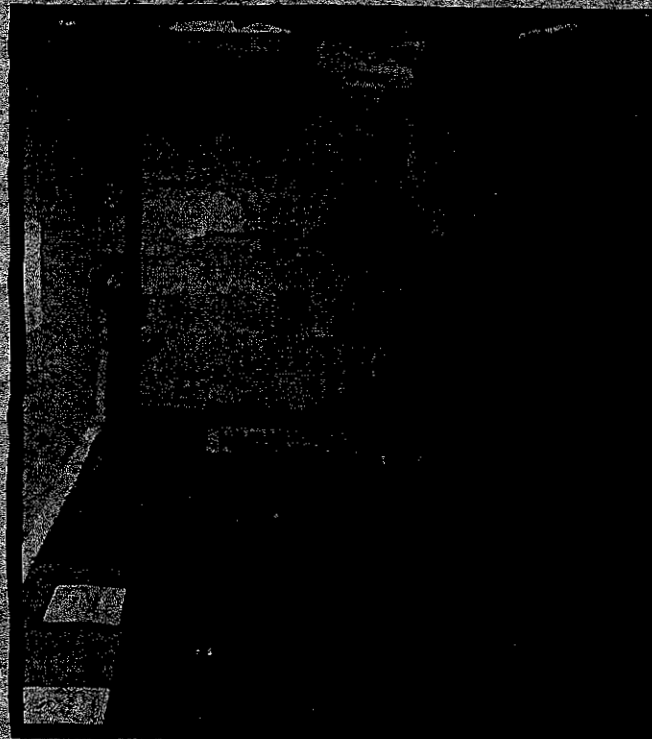
But he said there are a lot of other rural post offices out there and they are not like Glenclyff. He pointed out Glenclyff is unique in that because of its proximity to the Appalachian Trail, the service it provides benefits a lot more people than just the small number of local residents.

Medley said that the ATC would be writing to the USPS to support keeping the post office in Glenclyff open, and that the organization's headquarters in Harkers Ferry, Va., will be distributing a petition electronically to the long-distance hiker community.

Up on the side of the mountain, Todd Bickford, director of the Glenclyff Home, said that he would support the local initiative to keep the post office open.

It is an integral part of the local community and provides good service to our facility. The Glenclyff Home cares for 114 residents and employs 191 staff, many of whom use the post office on the way to and from work. Bickford said the plans on attending the public hearing on the closure on May 24.

According to a letter that Glenclyff Post Office box holders received recently, postal management wants to study whether local customers can be serviced less expensively via rural route carriers



There is no rural route delivery at this time in Glenclyff so most customers use these boxes about 50 of them at the Glenclyff Post Office.

PHOTO BY AP/WIDEWORLD

working out of the Warren Post seven mile trip to Park Welcome or Office who would provide pickup, safe in the night which weather and delivery of mail as well as sell that plagues the area because of stamps. The letter also mentions proximity to Mount Mansfield that the longtime postmaster retired in 2010.

Among the arguments made proposed closure and similar against the closing of the post petitions will be circulated by the office are that rural carrier services Appalachian Trail Conservancy as well as by John Robb of the Glenclyff Hikers Welcome Hostel especially for working people, and that the people who live in and around Glenclyff, especially the elderly, won't find an almost five-mile trip to Warren or an almost weekend of May 14-15.

The Post Office change regulations require that a process be followed in order to close a post office. The postal managers suggest an alternate form of service and the reasons behind it. The post the proposal for 60 days and invite comments.

As part of this process Glenclyff Post Office box holders were given a questionnaire to complete to gauge what services they use at the Glenclyff Post Office and the frequency with which they rely on those services. The questionnaire will be followed up by a public hearing at the Warren Town Hall on the evening of May 24.

After the 60 days have elapsed the postal authorities will review the proposal again at lower and upper levels of postal management. The final decision is made at Postal headquarters in Washington and that decision is posted for 30 days during which time customers may appeal the decision. After that time has elapsed if an appeal is filed the clock starts and the Postal Regulatory Commission has 120 days to respond and decide.

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CHARLES F. BASS  
2ND DISTRICT, NEW HAMPSHIRE  
MEMBER OF CONGRESS

DOCKET NO 136 4927-03238  
ITEM NO 28  
PAGE 1

COMMITTEE ON  
ENERGY AND COMMERCE  
SUBCOMMITTEE ON  
COMMUNICATIONS AND TECHNOLOGY

SUBCOMMITTEE ON  
ENVIRONMENT AND ECONOMY

SUBCOMMITTEE ON  
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WASHINGTON OFFICE:  
2350 RAYBURN HOUSE OFFICE BUILDING  
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PHONE: (202) 225-5206  
FAX: (202) 225-2946  
<http://bass.house.gov>

**Congress of the United States**  
**House of Representatives**  
Washington, DC 20515-2902

July 25, 2011

Kathy Rokowski  
United States Postal Service  
151 Forest Ave, Suite 7022  
Portland, ME 04101

Dear Ms. Rokowski,

On behalf of our constituents in Glencliff, New Hampshire, we would like to forward their thoughts on the potential close of the Glencliff Post Office. We hope you will give these letters their due consideration.

Sincerely,

*Charles F. Bass*

Charles F. Bass  
Member of Congress

CFB: JG

*Per Harold Parker at Congressman  
Bass's office - response*

*Please send directly to constituents.  
He informed all that he would send to  
U.S. PS. for them.*

CONCORD OFFICE:  
114 NORTH MAIN STREET, SUITE 200  
CONCORD, NH 03301  
PHONE: (603) 226-0064

NASHUA OFFICE:  
221 MAIN STREET, SUITE 201  
NASHUA, NH 03060  
PHONE: (603) 595-7701

LITTLETON OFFICE:  
32 MAIN STREET, ROOM 110  
LITTLETON, NH 03561  
PHONE: (603) 444-5505



Honorable Congressman Charles Bass  
114 North Main Street, Ste 200  
Concord, NH 03301

Dear Representative Bass,

**The U.S. Postal Service has informed your constituents who live and/or work in the Village of Glencliff (Town of Warren) New Hampshire that their Post Office, the Glencliff Post Office (03238), will be closed.**

As you may know, current law prohibits the Postal Service from closing or consolidating a Post Office solely because the individual Post Office may have expenses that exceed revenue. Congress created this safeguard against terminating a Post Office for two reasons. First, the law protects small and rural communities – postal-dependent areas – from wholesale Post Office closures that will have a dramatic adverse impact on the communities. Second, Post Offices are part of a universal communications network. Each unit cannot be evaluated independently, since revenue for a mail piece may be earned in one community and the value added in delivery is accrued in another. In order to ensure nondiscriminatory mail service throughout the nation, Congress obligates the Postal Service to provide a maximum degree of effective and regular mail service to rural areas, communities and small towns where Post Offices are not self-sustaining. In our view, the Postal Service's proposal to close the Glencliff Post Office will reduce mail service to your constituents. It is also important to note that, according to the Postal Regulatory Commission, maintaining all small and rural Post Offices amounts to less than 0.7% of the Postal Service's operating budget.

The Postal Service may propose a number of options– none of them are acceptable. The first and current proposal by the Postal Service is to close the Glencliff Post Office and provide delivery and retail services by rural route carrier under the administrative responsibility of the Warren Post Office, located 10 miles round-trip away. This type of service would require us to await the letter carrier at our mail box to receive retail postal services, which could include certified mail, express mail, and postal money orders. We will lose our community identity and this would have a dramatic impact on our community's economy. Other proposals which may be made in the future include: a community postal unit manned by unqualified personnel or a rural or cluster box service. Clearly, none of these options are what Congress had in mind when it required the Postal Service to provide "a maximum degree of effective and regular mail service to rural areas, communities and small towns".

There has been a Post Office in Glencliff since 1870 (141 years). Since 1937 it has served the hikers on the 2,181-mile long Appalachian Trail, our nation's first National Scenic Trail. It is one of only two Post Offices within easy walking distance of New Hampshire's 160 miles of the Appalachian Trail. Due to Glencliff's location as the last stop before A.T. hikers reach exposed mountains above tree line for the first time in their journey; it is vital for facilitating the change-out from summer to winter gear and resupply. The proposed rural route carrier would be unworkable for these hundreds of yearly trail hikers.

We appreciate your concern for your constituents in Glencliff and hope that you will aggressively fight to protect the Glencliff Post Office.

Sincerely,

Printed Name EUNICE M. RAMSAY  
Address BOX 26  
City, State, Zip GLENCLIFF N.H. 03238  
Telephone # 603-989-5444  
Email \_\_\_\_\_  
Date July 24, 2011



August 9, 2011

Eunice Ramsay  
PO Box 26  
Glenclyff NH 03238-0026

Dear Ms. Ramsay,

Thank you for contacting the United States Postal Service with the concerns of your community regarding the possible discontinuance study at the Glenclyff NH Post Office. I appreciate your interest in ensuring that your community continues to have convenient access to essential postal services.

The Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible. We are committed to providing excellent service to all of our customers, and regardless of cost saving measures, that will not change.

All post office discontinuance studies follow strict national guidelines that include a 60 day public posting to allow for community comment. All comments are carefully reviewed by the Postal Service and considered prior to any final decision. A community meeting is also conducted to answer questions and solicit feedback. If the discontinuance is approved by the Postal Service, that decision is posted and the process allows for an appeal to the Postal Regulatory Commission.

If you should have any further questions, feel free to call me at (207) 482-7207.

Sincerely,

A handwritten signature in cursive script that reads "Kathy Rokowski".

Kathy Rokowski  
Manager, Consumer Industry & Contact  
Northern New England District

Honorable Congressman Charles Bass  
114 North Main Street, Ste 200  
Concord, NH 03301

Dear Representative Bass,

**The U.S. Postal Service has informed your constituents who live and/or work in the Village of Glencliff (Town of Warren) New Hampshire that their Post Office, the Glencliff Post Office (03238), will be closed.**

As you may know, current law prohibits the Postal Service from closing or consolidating a Post Office solely because the individual Post Office may have expenses that exceed revenue. Congress created this safeguard against terminating a Post Office for two reasons. First, the law protects small and rural communities – postal-dependent areas – from wholesale Post Office closures that will have a dramatic adverse impact on the communities. Second, Post Offices are part of a universal communications network. Each unit cannot be evaluated independently, since revenue for a mail piece may be earned in one community and the value added in delivery is accrued in another. In order to ensure nondiscriminatory mail service throughout the nation, Congress obligates the Postal Service to provide a maximum degree of effective and regular mail service to rural areas, communities and small towns where Post Offices are not self-sustaining. In our view, the Postal Service's proposal to close the Glencliff Post Office will reduce mail service to your constituents. It is also important to note that, according to the Postal Regulatory Commission, maintaining all small and rural Post Offices amounts to less than 0.7% of the Postal Service's operating budget.

The Postal Service may propose a number of options– none of them are acceptable. The first and current proposal by the Postal Service is to close the Glencliff Post Office and provide delivery and retail services by rural route carrier under the administrative responsibility of the Warren Post Office, located 10 miles round-trip away. This type of service would require us to await the letter carrier at our mail box to receive retail postal services, which could include certified mail, express mail, and postal money orders. We will lose our community identity and this would have a dramatic impact on our community's economy. Other proposals which may be made in the future include: a community postal unit manned by unqualified personnel or a rural or cluster box service. Clearly, none of these options are what Congress had in mind when it required the Postal Service to provide "a maximum degree of effective and regular mail service to rural areas, communities and small towns".

There has been a Post Office in Glencliff since 1870 (141 years). Since 1937 it has served the hikers on the 2,181-mile long Appalachian Trail, our nation's first National Scenic Trail. It is one of only two Post Offices within easy walking distance of New Hampshire's 160 miles of the Appalachian Trail. Due to Glencliff's location as the last stop before A.T. hikers reach exposed mountains above tree line for the first time in their journey; it is vital for facilitating the change-out from summer to winter gear and resupply. The proposed rural route carrier would be unworkable for these hundreds of yearly trail hikers.

We appreciate your concern for your constituents in Glencliff and hope that you will aggressively fight to protect the Glencliff Post Office.

Sincerely,

Printed Name Susan Leonard  
Address PO Box 46-88 High St.  
City, State, Zip Glencliff, N.H. 03238  
Telephone # 603-989-5859  
Email SLeonard07@netZero.net  
Date 7-21-11

Honorable Congressman Charles Bass  
114 North Main Street, Ste 200  
Concord, NH 03301

Dear Representative Bass,

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Sincerely,

Printed Name DANA LEONARD  
Address 28 HIGH ST. BOX 46  
City, State, Zip GLENCLIFF, NH. 03238  
Telephone # 603-989-5859  
Email \_\_\_\_\_  
Date 7-21-11

UNITED STATES  
POSTAL SERVICE

August 9, 2011

Dana & Susan Leonard  
PO Box 46  
Glenclyff NH 03238-0046

Dear Mr. &amp; Ms. Leonard,

Thank you for contacting the United States Postal Service with the concerns of your community regarding the possible discontinuance study at the Glenclyff NH Post Office. I appreciate your interest in ensuring that your community continues to have convenient access to essential postal services.

The Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible. We are committed to providing excellent service to all of our customers, and regardless of cost saving measures, that will not change.

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If you should have any further questions, feel free to call me at (207) 482-7207.

Sincerely,

*Kathy Rokowski*Kathy Rokowski  
Manager, Consumer Industry & Contact  
Northern New England District

Honorable Congressman Charles Bass  
114 North Main Street, Ste 200  
Concord, NH 03301

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We appreciate your concern for your constituents in Glencliff and hope that you will aggressively fight to protect the Glencliff Post Office.

Sincerely,

Printed Name Betty Vincelette  
Address 7 Vincelette Lane  
City, State, Zip Glencliff, NH. 03238  
Telephone # 603-989-3109  
Email \_\_\_\_\_  
Date 7/21/11

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114 North Main Street, Ste 200  
Concord, NH 03301

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Sincerely,

Printed Name Everett L. Vincelle SR.  
Address 7 Vincelle LN  
City, State, Zip Glencliff, NH. 03238  
Telephone # 603-989-3109  
Email \_\_\_\_\_  
Date July 21, 2011



DISTRICT

DOCKET NO

ITEM NO

PAGE

1364927-03238

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9

August 9, 2011

Everett & Betty Vincelette  
7 Vincelette Lane  
Glenciff NH 03238

Dear Mr. & Ms. Vincelette,

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Kathy Rokowski  
Manager, Consumer Industry & Contact  
Northern New England District



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Concord, NH 03301

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We appreciate your concern for your constituents in Glencliff and hope that you will aggressively fight to protect the Glencliff Post Office.

Sincerely,

Printed Name Philip Belyea (Retired)  
Address Box 28  
City, State, Zip Glencliff, NH 03238  
Telephone # 603-989-5858  
Email Philip6131@gmail.com  
Date 7-23-11

There are better places to save money. Mainly upper Management + Elvions.



August 9, 2011

Philip Belyea  
PO Box 28  
Glencliff NH 03238-0028

Dear Mr. Belyea,

Thank you for contacting the United States Postal Service with the concerns of your community regarding the possible discontinuance study at the Glencliff NH Post Office. I appreciate your interest in ensuring that your community continues to have convenient access to essential postal services.

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Sincerely,

A handwritten signature in cursive script that reads "Kathy Rokowski".

Kathy Rokowski  
Manager, Consumer Industry & Contact  
Northern New England District

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114 North Main Street, Ste 200  
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We appreciate your concern for your constituents in Glencliff and hope that you will aggressively fight to protect the Glencliff Post Office.

Sincerely,  
*Beverly Wright*  
Printed Name BEVERLY WRIGHT  
Address 9 HIGH ST., PO Box 52  
City, State, Zip Glencliff, NH 03238  
Telephone # (603) 989-3121  
Email bwright520@comcast.net  
Date 07-20-2011

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Sincerely,



Printed Name HERBERT WRIGHT

Address 9 High St., P.O. Box 52

City, State, Zip Glencliff, NH 03238

Telephone # (603) 989-3121

Email \_\_\_\_\_

Date 07-20-2011



August 9, 2011

Herbert & Beverly Wright  
PO Box 52  
Glenclyff NH 03238-0052

Dear Mr. & Ms. Wright,

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A handwritten signature in cursive script that reads "Kathy Rokowski".

Kathy Rokowski  
Manager, Consumer Industry & Contact  
Northern New England District

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We appreciate your concern for your constituents in Glencliff and hope that you will aggressively fight to protect the Glencliff Post Office.

Sincerely, *Marsha L. Downs*

Printed Name MARSHA L. Downs  
Address PO Box 71  
City, State, Zip Glencliff, NH 03238  
Telephone # 603-764-9151  
Email graniteaccess@earthlink.net  
Date 7-22-11



August 9, 2011

Marsha Downs  
PO Box 71  
Glenclyff NH 03238-0071

Dear Ms. Downs,

Thank you for contacting the United States Postal Service with the concerns of your community regarding the possible discontinuance study at the Glenclyff NH Post Office. I appreciate your interest in ensuring that your community continues to have convenient access to essential postal services.

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**The U.S. Postal Service has informed your constituents who live and/or work in the Village of Glencliff (Town of Warren) New Hampshire that their Post Office, the Glencliff Post Office (03238), will be closed.**

As you may know, current law prohibits the Postal Service from closing or consolidating a Post Office solely because the individual Post Office may have expenses that exceed revenue. Congress created this safeguard against terminating a Post Office for two reasons. First, the law protects small and rural communities – postal-dependent areas – from wholesale Post Office closures that will have a dramatic adverse impact on the communities. Second, Post Offices are part of a universal communications network. Each unit cannot be evaluated independently, since revenue for a mail piece may be earned in one community and the value added in delivery is accrued in another. In order to ensure nondiscriminatory mail service throughout the nation, Congress obligates the Postal Service to provide a maximum degree of effective and regular mail service to rural areas, communities and small towns where Post Offices are not self-sustaining. In our view, the Postal Service's proposal to close the Glencliff Post Office will reduce mail service to your constituents. It is also important to note that, according to the Postal Regulatory Commission, maintaining all small and rural Post Offices amounts to less than 0.7% of the Postal Service's operating budget.

The Postal Service may propose a number of options– none of them are acceptable. The first and current proposal by the Postal Service is to close the Glencliff Post Office and provide delivery and retail services by rural route carrier under the administrative responsibility of the Warren Post Office, located 10 miles round-trip away. This type of service would require us to await the letter carrier at our mail box to receive retail postal services, which could include certified mail, express mail, and postal money orders. We will lose our community identity and this would have a dramatic impact on our community's economy. Other proposals which may be made in the future include: a community postal unit manned by unqualified personnel or a rural or cluster box service. Clearly, none of these options are what Congress had in mind when it required the Postal Service to provide "a maximum degree of effective and regular mail service to rural areas, communities and small towns".

There has been a Post Office in Glencliff since 1870 (141 years). Since 1937 it has served the hikers on the 2,181-mile long Appalachian Trail, our nation's first National Scenic Trail. It is one of only two Post Offices within easy walking distance of New Hampshire's 160 miles of the Appalachian Trail. Due to Glencliff's location as the last stop before A.T. hikers reach exposed mountains above tree line for the first time in their journey; it is vital for facilitating the change-out from summer to winter gear and resupply. The proposed rural route carrier would be unworkable for these hundreds of yearly trail hikers.

We appreciate your concern for your constituents in Glencliff and hope that you will aggressively fight to protect the Glencliff Post Office.

Sincerely,

*Nancy Foote Charles Foote*  
Printed Name Charles + Nancy Foote  
Address P. O. Box 4  
City, State, Zip Glencliff, NH 03238  
Telephone # 603-989-5911  
Email nancyfoote2@hotmail.com  
Date July 18, 2011

*Dear Rep Charlie Bass,  
We are appreciative of the interest you have taken in our fight to keep the Glencliff Post Office open in our little town. It truly is so instrumental in holding the fabric of our community together. We're also enclosing a letter from our daughter, Jean, and newspaper articles from a few years past.  
Sincerely, Nancy Foote*



UNITED STATES  
POSTAL SERVICE

August 9, 2011

Charles & Nancy Foote  
PO Box 4  
Glenclyff NH 03238-0004

Dear Mr. &amp; Ms. Foote,

Thank you for contacting the United States Postal Service with the concerns of your community regarding the possible discontinuance study at the Glenclyff NH Post Office. I appreciate your interest in ensuring that your community continues to have convenient access to essential postal services.

The Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible. We are committed to providing excellent service to all of our customers, and regardless of cost saving measures, that will not change.

All post office discontinuance studies follow strict national guidelines that include a 60 day public posting to allow for community comment. All comments are carefully reviewed by the Postal Service and considered prior to any final decision. A community meeting is also conducted to answer questions and solicit feedback. If the discontinuance is approved by the Postal Service, that decision is posted and the process allows for an appeal to the Postal Regulatory Commission.

If you should have any further questions, feel free to call me at (207) 482-7207.

Sincerely,

Kathy Rokowski  
Manager, Consumer Industry & Contact  
Northern New England District

## Proposal Checklist

### Section I

### Responsiveness to Community Postal Needs

<u>X</u>
<u>X</u>
<u>NA</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>NA</u>
<u>X</u>
<u>X</u>

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

### Section II

### Effect on the Community

<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>
<u>X</u>

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

### Section III

### Effect on Employees

<u>X</u>
----------

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

**Section IV**

**Economic Savings**

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-53, Minimum, no COLA)

Fringe benefits 33.5%

Rental costs, excluding utilities

Total annual costs

Less estimated cost of replacement service

Total annual savings

\$	22,288
\$	7,466
\$	4,200
\$	33,954
-	6,783
\$	27,171

A one-time expense of \$ NA will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

**Section V**

**Other Factors**

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

**Section VI**

**Summary**

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

**Section VII**

**Notices**

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Jim McCannery  
Investigative Coordinator

6/2/2011  
Date

Reviewed and Certified By:

Jim McCannery  
District PO Review Coordinator

6/2/2011  
Date



06/01/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the GLENCLIFF Post Office  
Docket No. 1364927

This is to advise you that on 06/14/2011, I will post for public comment a proposal to close the GLENCLIFF Post Office in Grafton, Congressional District No. 2.

If you have any questions, please call JIM MCCARTNEY District Review Coordinator at (207) 482-7168.

*Deborah C Essler*

DEBORAH ESSLER  
District Manager  
NORTHERN NEW ENGLAND PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal



06/08/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
GLENCLIFF Proposal  
Docket No. 1364927 - 03238

Please post the enclosed proposal to close the GLENCLIFF Post Office in the lobby. The proposal must be posted in a prominent place from 06/14/2011 through close of business on 08/15/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (207) 482-7168.

A handwritten signature in cursive script, appearing to read "Jim McCartney".

JIM MCCARTNEY  
Post Office Review Coordinator  
NORTHERN NEW ENGLAND PFC District

Enclosures: PS Form 4920  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record

Date of Posting: 06/14/2011

Date of Removal: 08/15/2011

**UNITED STATES POSTAL SERVICE**

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Glenclyff Post Office:

The Postal Service is considering the close of the Glenclyff Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/14/2011 through 08/15/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Glenclyff Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JIM MCCARTNEY  
151 FOREST AVE  
PORTLAND, ME 04101-9990

For more information, you may call JIM MCCARTNEY at (207) 482-7168 or write to the above address.

Thank you for your assistance.



LEIGH ST PIERRE- TRIBUNO  
151 FOREST AVE  
PORTLAND, ME 04101-9990

Date of Posting: 06/14/2011

Posting Round Date:

Date of Removal: 08/15/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364927 - 03238

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Glenclyff, NH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Warren Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on May 02, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate means.

The Glenclyff Post Office, an EAS-53 level, provides service from 07:00 to 10:00 and 14:00 to 17:00 Monday - Friday, 07:00 to 13:00 Saturday and lobby hours of 07:00 to 10:00 and 14:00 to 17:00 on Monday - Friday and 07:00 to 13:00 on Saturday to 52 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 12 transaction(s) accounting for 15 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$11,875 ( 31 revenue units) in FY 2008; \$13,322 ( 35 revenue units) in FY 2009; and \$11,342 ( 30 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 24, 2011, representatives from the Postal Service were available at the Warren Town Hall to answer questions and provide information to customers. 21 customer(s) attended the meeting.

On April 26, 2011, 55 questionnaires were distributed to delivery customers of the Glenclyff Post Office. Questionnaires were also available over the counter for retail customers at the Glenclyff Post Office. 31 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 7 favorable, 16 unfavorable, and 8 expressed no opinion.

A petition supporting the retention of the Glenclyff Post Office was received on May 20, 2011, with 9 signatures. If this proposal is implemented, delivery and retail services will be provided by the Warren Post Office, an EAS-13 level office. Window service hours at the Warren Post Office are from 07:30 to 13:00 and 14:30 to 17:00, Monday through Friday, and 07:30 to 12:00 on Saturday. There are 83 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about HIKERS

**Response:** Thank you for your questionnaire in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenclyff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.
2. **Concern:** Customer expressed a concern about service to hikers on the Appalachian Trail.

**Response:** Thank you for your email in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenclyff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.



3. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
- Response:** The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
4. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the PostOffice.
- Response:** The customer expressed a concern about the loss of the community bulletin board at the Post Office. A community bulletin board is available at the Warren Post Office for use by the residents.
5. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail
- Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
6. **Concern:** Customers expressed concern over the dependability of rural route service
- Response:** The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
7. **Concern:** Customers were concerned about a change of address
- Response:** The customer expressed a concern about mail addressed to Glendcliff Home residents. Customers who retain Po Box service would continue to use their same mailing address and box number when moved to the Warren Post Office. Customers who elect to receive roadside delivery will be assigned a 911 address. The new address will use the Warren name and 03279 ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
8. **Concern:** Customers were concerned about later delivery of mail
- Response:** The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

9. **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
10. **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Also, customers have the option of retaining their PO Box service. The boxes would be moved to the Warren Post Office and customers would retain their same number and mailing address.
11. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** The customer are concerned about obtaining services from the carrier. Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.
- PURCHASING STAMPS BY MAIL**
- The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.
- PURCHASING POSTAL MONEY ORDERS**
- Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.
- SPECIAL SERVICES**
- Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.
- HOLDING MAIL**
- Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
12. **Concern:** Customers were concerned about obtaining services from the carrier

**Response:**

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

13. **Concern:**

Customers were concerned about the limited hours of operation at the Post Office.

**Response:**

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for less hours of service per week. Carrier service will provide 24-hour access to the mail.

14. **Concern:**

Customers were concerned about the mailboxes being damaged by snowplows

**Response:**

The customer expressed a concern about the mailboxes being damaged by snowplows. Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

15. **Concern:**

You were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

16. **Concern:** Customer concerned with the safety of hikers picking up winter or summer gear.
- Response:** The Post Office is proud to be a part of the Appalachian Trail hikers experience. Of the 129 post offices listed on the trail, 11 are in New Hampshire. Warren at 4.8 miles and Lyme Center at 1.2 miles off the trail are local offices that would be capable of servicing the hikers.
17. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
18. **Concern:** Customers expressed a concern for the Appalachian Trail thru hikers and Glenduff Home for the Elderly.
- Response:** The Glenduff Post Office is one of 11 post offices in New Hampshire listed on the Appalachian Trail. They range from ten miles to under one mile off the trail. The Warren Post Office is one of the eleven listed at 4.8 miles off the trail. The Glenduff Home would be able to retain its Post Office Box mailing address. It may also be at no fee due to non delivery to the street for the area and town in which it resides.
19. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery
- Response:** Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
20. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
21. **Concern:** Customers wanted to know what do they have to do to keep the Post Office open.
- Response:** Everything you are doing now. Answering questionnaires with comments and concerns. Attending this community meeting. Also, if there is a final determination to close, you will have the option of appealing the decision to the Postal Regulatory Commission.
22. **Concern:** You expressed a concern about getting rural delivery service to your homes location.
- Response:** There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Glenclyff is an unincorporated community located in Grafton County. The community is administered politically by Warren Selectboard. Police protection is provided by the Warren Police Officer. Fire protection is provided by the Warren Volunteer Fire Department. The community is comprised of self employed, retirees, commuters, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Glenclyff Community Chapel, Glenclyff Improvement Coop., Hikers Welcome Hostel, Glenclyff Home for the Elderly, Backwoods Sugar House, Walt's Auto & Marine, Timberland Construction. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Glenclyff Post Office will be available at the Warren Post Office. Government forms normally provided by the Post Office will also be available at the Warren Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- |   |  |
|---|--|
| <p>1. <b>Concern:</b></p> <p><b>Response:</b></p> | <p>Customers expressed concern for loss of gathering place and information center.</p> <p>The customer expressed a concern about the loss of a gathering place and information center. Residents may continue to meet informally, socialize, and share information at a church, hall, or residences in town.</p> |
| <p>2. <b>Concern:</b></p> <p><b>Response:</b></p> | <p>Customers expressed concern for loss of gathering place and information center.</p> <p>The customer expressed a concern about the loss of a gathering place. Residents may continue to meet informally, socialize, and share information at a church, hall, or residences in town.</p>                        |
| <p>3. <b>Concern:</b></p> <p><b>Response:</b></p> | <p>Customers expressed concern for loss of a community gathering place.</p> <p>Residents may continue to meet informally, socialize, and share information at the Willing Workers Hall and residences in town.</p>   |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster retired on May 02, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 27,171 with a breakdown as follows:

Postmaster Salary (EAS-53, No COLA)	\$ 22,288
Fringe Benefits @ 33.5%	\$ 7,466
Annual Lease Costs	<u>+ \$ 4,200</u>
Total Annual Costs	\$ 33,954
Less Annual Cost of Replacement Service	<u>- \$ 6,783</u>
Total Annual Savings	<u>\$ 27,171</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Glenduff, NH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Warren Post Office, located five miles away.

The postmaster retired on May 02, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Glenduff Post Office provided delivery and retail service to 52 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 12. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$27,171 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Glenduff Post Office and Warren Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

  
LEIGH ST PIERRE- TRIBUNO  
Manager, Post Office Operations

06/14/2011  
Date

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the GLENCLIFF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date \_\_\_\_\_

**Do Not Close the Glencliff, NH Post Office**

We, the undersigned citizens and customers of the Glencliff Post Office, hereby protest any change in the status of our post office.

We want to keep our post office open and operating in its present status—as a United States post office operated by the postmaster and his or her employee(s).

Our post office is the focal point of our little village and serves as a place for people to meet and catch up while getting their mail. The population of Glencliff is small, but there are a lot of other people who depend on the service our post office supplies. The Glencliff P.O. is a very important way station for Appalachian Trail thru-hikers and section-hikers who need to be able to receive and mail home packages containing provisions and seasonal equipment. An estimated 250 to 400 thru-hikers use the post office every year between May and October. The Glencliff Home for the Elderly also uses our post office for receiving and mailing letters and packages for its hundred-some residents.

We do not accept your proposed change in service, namely, that you will offer us the use of rural carriers to meet our delivery and mailing needs. This will not be convenient and will not provide the flexibility and access to services that we require. Many of us do not have the luxury of waiting at home for the rural carrier to come by so that we can buy stamps or mail packages. Rural delivery will not give us the confidence we currently enjoy in knowing that important pieces of mail are safe in our locked post office boxes and not out on the road where anyone can tamper with them. And if you want to suggest that we get a post office box at one of the closest post offices in Warren (4.8 miles away) or Pike (6.8 miles away), you forget that the winters up this way are often very nasty, and a lot of us count on being able to walk to the post office when winter storms make driving dangerous. Rural delivery will not work at all for the Appalachian Trail hikers or non-resident box holders.

You may cite the Postal Reorganization Act of 1970 to justify closing our small post office based on a lack of revenue, but you have not proposed a level of service that will meet the needs of our small community.

We do not feel your proposal meets your criteria.

**Additional Comments:**

*Please do not close the Glencliff Post Office!*

Date *6/14/2011*

Printed Name/Title (if any)

*Joseph Licciardi*

Address

*282 Main St. Durham NH 03824*

Signature (on appropriate line below)

Resident Patron

Non-Resident Patron

Appalachian Trail Hiker

Other Concerned Citizen

*Joseph Licciardi*



P.O. Box 16  
Glenclyff, NH 03238  
(603) 989-0087

June 16, 2011

Jim McCartney  
Post Office Review Coordinator  
151 Forest Avenue  
Portland, ME 04101-7030

Dear Mr. McCartney:

I am enclosing the original petition that has been posted in the Glenclyff Post Office for the past three or four weeks, and I ask you to make sure that this gets included in the official record of the closure proceedings.

I will be keeping copies of these signature sheets and will also be contacting my congressman, Charlie Bass, once again and asking him to take action to support us in our battle to keep our post office open.

I wish you well.

Sincerely,

*Helen McCarr*

Helen Maggie Carr

187 signatures

May 13, 2011

Jim McCartney  
Post Office Review Coordinator  
151 Forest Avenue  
Portland, ME 04101-7030

Dear Mr. McCartney:

We, the undersigned citizens and frequent customers of the Glencliff Post Office, hereby protest any change in the status of our post office.

We want to keep our post office open and operating in its present status—as a United States post office operated by the postmaster and his or her employee(s).

We do not accept your proposed change in service, namely, that you will offer us the use of rural carriers to meet our delivery and mailing needs. This will not be convenient and will not provide the flexibility and access to services that we require. Many of us do not have the luxury of waiting at home for the rural carrier to come by so that we can buy stamps or mail packages. Rural delivery will not give us the confidence we currently enjoy in knowing that important pieces of mail are safe in our locked post office boxes and not out on the road where anyone can tamper with them. And if you want to suggest that we get a post office box at one of the closest post offices in Warren (4.8 miles away) or Pike (6.8 miles away), you forget that the winters up this way are often very nasty, and a lot of us count on being able to walk to the post office when winter storms make driving dangerous.

Our post office is the focal point of our little village and serves as a place for people to meet and catch up while getting their mail. The population of Glencliff is small, but there are a lot of other people who depend on the service our post office supplies. The Glencliff P.O. is a very important way station for Appalachian Trail thru-hikers who need to be able to receive and mail home packages containing provisions and personal items. An estimated 250 to 400 thru-hikers use the post office every year between May and October. The Glencliff Home for the Elderly also uses our post office for receiving and mailing letters and packages for its hundred-some residents.

You may cite the Postal Reorganization Act of 1970 to justify closing our small post office based on a lack of revenue, but you have not proposed a level of service that will meet the needs of our small community.

We do not feel your proposal meets your criteria.

Sincerely,

Customers of the Glencliff, NH, Post Office  
Glencliff Post Office Petition Signatories

Name Address Date  
Gary W. Beagle Gary W. Beagle 1396 Rt. 25 Glencliff, NH 5/23/11

John Redlee 1396 Rt. 25 Glencliff, NH 5/23/11

St. La. Hogue 1386 Rt. 25 Glencliff, NH 5/23/11

Michael Menia Glencliff, NH

Sue Goguen Glencliff, NH

Dennis Goguen Glencliff, NH

Jim Self Glencliff, NH

G. Ryan Self glencliff, NH

John Jones Glencliff, NH

Joe Self Glencliff, NH

Tom Kilduff Glencliff, NH

Yvette Kilduff Glencliff, NH

W. B. Breche Glencliff, N.H.

Ly Breche Glencliff, NH

Elizabeth Thuston 5/23/11

John H. 5/23/11 Warren, NH 03279

Joan Oshen 5/24/11 Warren, NH 03279

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name Address Date

Charles Fode	P.O. Box 4	5/19/11
Nancy Fode	Glencliff NH	5/19/11
Tom Brown	Glencliff N.H.	5/19/11
Wayne Roquemore	Glencliff	5/19/11
Bill Fode	Exampen	5/19/11
Jean Taggart	Brookline/Glencliff	5/21/11
Pamela Ball	Glencliff NH	5/21/11
Donna Jensen	Glencliff Box 1	5-21-11
Maggie Anderson	Glencliff POB 37	5-21-11
Joan Bloom	Warren 03279	5-21-11
Archie Stenburgh	Pike, NH 03280	5-21-11
Sheri Ball	PO Box 66	5-21-11
Dan Cadoret		5/21/11
Bruce Ball		5/23/11
M. D.		5/23/11
Alan Yater	Glencliff	5/23/11

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date
Henry Anderson	PO 37 Glencliff	5/14/11
Chris Daigh	PO 65 "	5/14/11
Al Bryant	PO 21 "	5-14-11
Deb Bryant	" "	"
Alan D. Jessemann	PO 1	5-14-11
Bill Kully	PO GLENCLIFF	5-14-11
Donna Renkert	PO Box 59	5-14-11
Anthony Ball	PO Box 18	5-14-11
Robert Barow	P.O. Box 33	5-14-11
Lilli Goodby	PO Box 14	5-14-11
Deb Decker	PO Box 63	5-16-11
Sharon Lupton	Bath NH	5-17-11
Mike Martie	Glencliff	5-18-11
David J. Belyea	Bath NH	5-18-11
Dee John	Glencliff NH	5/18/11
Larry J. Stew	Glencliff NH	5/18/11
Shonda Bloom	Waveren NH	5/19/11

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date
Charles W. Chandler	400 Swain Hill Road, Warren	5-12-11
Nancy Chandler	400 Swain Hill Rd, Warren	5/12/11
Helen M. Goss	PO Box 16 Glencliff NH	5/13/11
M. W. Cook	PO Box 336 Pike	5/13/11
Everett L. Vincellette Jr.	Glencliff	5/13/11
Arletta M. Ball	Glencliff	5/13/11
Wanda + Susan Leonard	Glencliff, NH	5-13-11
Catherine Guinand	POB 3 / 6 Glencliff	5-13-11
Edward Ball	Glencliff	5-3-11
Eunice Ramsay	Glencliff	5-13-11
Jeremiah Godfrey	Glencliff	5-13-11
John Ball	Glencliff	5-13-11
Robert LaMarque	Glencliff	5-13-11
Marsha L. Downs	Glencliff	5-14-11
Barb Norcross	Haverhill NH	5-15-11
TOAN C. MARS	Glencliff	5-14-11

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name

Address

Date

Madelene Bullard Woodsville, N.H. 6-1-11

Phil Bejean, Glencliff, N.H.

John J. Winters N. Haven, Ct. 6/1/11

DAVE Williams Westworth N.H.

James Hester Glencliff, N.H.

Paul L. Minier Pleasant, MA 02653

James R. Ledy Glencliff, N.H.

Cherie Heath Warren N.H.

Lenna Heath Warren N.H.

Raymond Heath Sr Warren N.H.

Raymond Heath Jr Warren N.H.

Avis Nagarian E Falmouth, Mt 6-8-11

Barbara Dunn Green Harbor Ma 6-8-11

David Fannin S. Royalton VT 6-9-11

Wesley S Royalton VT 6/9/11

Jonathan Capps Knoxville, TN 6/9/11

(AT Thru-Officer)

We need this Post office!

Customers of the Glencliff, NH, Post Office  
Glencliff Post Office Petition Signatories

Name

Address

Date

ANDREW AZLEV 1047 CLARK ROAD N<sup>W</sup> HAVERHILL

Shaun Dyla 757 Country Lane Dr. N. Haverhill

Inger Swinforth 16 Keenan Pond Rd. Topsham VT Inger Swinforth

Lizzy Bruce 169 Spring St Vineyard Haven, MA Lizzy Bruce

Joy Foste Wentworth NH 6-12-11

James W. Shurtz Bozeman, MO 6-12-11 HIKER!

Angie Hewitt Bozeman, Maryland 6/12/11 Hiker too

Herb Wright Glencliff N.H. 6-13-11



Customers of the Glenciff, NH, Post Office  
Glenciff Post Office Petition Signatories

Name	Address	Date
Denise Butson	G.H.	5/15/11
Joyce Cabral	GH	5/16/11
Cheryl Jouve	GH	5/20/11
Matt Taylor	GH	6/3/11

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date
Justin Newton	Glencliff	6/1/11
Erin Newton	Glencliff	6/1/11
Walter Wiff	warren	6-3-11
John Wiff	warren	6-4-11
Debra Green	warren	6-4-11
Chet N. In	warren	6-4-11
Ms. Dee	manchester	6-4-11
Randee Peters	Bath	6-5-11
Sheena Stevens	Wentworth	6/5/11
Joe Zidoff	Wentworth	6-5-11
Lynn Loda	Wentworth	6/5/11
BRUCE TUCKER	WENTWORTH	6-5-11
deB Brewer	N Woodstock	6-5-11
Dave Dupuis	Lunenburg VT	6-8-11
Jessica Dupuis	Lunenburg VT	6-8-11
Rebecca Fisher	Glencliff NH	6-8-11

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date
Morgan Jones	4 Union Park, Boston, MA 02115	5/25/11
Bert Bell	Warren N.H.	5/26/11
R. Eric Jones	GLENCLIFF, NH	5/27/2011
Margaret Jones	Glencliff, NH	5/27/2011
<del>W. W.</del>	GLENCLIFF, N.H.	5-27-2011.
Ken Run	Glencliff NH,	5-28-2011
Margaret Zebbeck	Glencliff N.H.	5/28/11
Dorothy B. Hatch	Haverhill NH	5/28/11
Beverly Kohanski	Bradford, VT	5/29/11
Walter D. Rohand	BRADFORD VT.	5/29/11
Virginia J. Salgers	Haverhill NH	5/29/11
James D. B. Jr	North Field N.H.	5-29-11
Cheryl Hobbs	Northfield, NH	5/29/11
Elizabeth Squier	Methuen, NH	5/29/11
Gavin Kelly	N. Woodstock NH	5/31/11
Shannon Weikert	S.C. + Glencliff	5-31-11

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name

Address

Date

Christian Miller	Glencliff NH	5/23/11
Michael Paul	Pike NH	5/24/11
Paul Reed	Newport Rd,	5/25/11
Paul Reed	Glencliff NH	5/23/11
Kenneth O'NEAL	Pike	5/23/11
John - DARLID	Haverhill	
Jason Leonard	Glencliff, N.H.	5-26-11
Sgt. Pete Rockwell	E. Haverhill	5-27-11
Robert A. Newton	Warren	5-27-11
Everett L. Vincellette Sr.		5-28-11
Bettie L. Vincellette		5-28-11
Robert D. Welch	Benton N.H.	5-28-11
Rick Wedge	Glencliff NH	5-28-11
Reggie Ball	Glencliff N.H.	5-28-11
Rebecca Fish	Glencliff NH	5/31/11
Jack John	Glencliff NH	5/31/11

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date
Andrew McDermott	Nashville, TN	6/9/11
NEW HIKER! SAM YOUNG	WASHINGTON DC	6/10/11
AT HIKER! CHRIS Hoy	AUSTIN, TX	6/10/11
Resident Kevin Ball	Glencliff, NH	6/10/11
<del>Matt Taylor</del>	<del>Pike, N.H.</del>	<del>6/13/11</del>
Will Taylor	Pike, N.H.	6/13/11
Ruth Horton	Haverhill, NH	6/13/11
Doreen Wright	P.O. Box 55, Glencliff	6/15/11
Liz W Beagle	Glencliff, NH	6/16/11

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date
Carol Mabel	Woodsboro	6/10/11
John McEuff	Orford	6/10/11
Jim McRae	Orford	6/10/11
Theresa Taylor	Orford	6/10/11
Abbie McEuff	Jaerlee	6/10/11
Barbara Ball	Warren	6/12/11
David Ball	Warren	6-12-11
Edmund M. Van Dorn, Jr.	Pike	6/12/11
EMO-De		
	Walden, NH	6/12/11
Homer Keys	Haverhill, NH	6/12/11
Pat Carey Van Dorn	Pike NH	6-12-11
Michele Patten	Haverhill, NH	6-12-11
Renelle Brown	St. Johnsbury VT	6-12-11
Edin Atkinson	N. Haverhill, NH	6/12/11
Marilyn Gilbert	Woodsville NH	6/12/11
Carl Shelton	Walpole NH	6/12/11
Bridget Sutton	Woodsville, NH	6/12/2011

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date
Peter B LaVoie	49 Swiftwater NH 03785	6/12/11
Michael Musfy	Piermont NH 03779	6/12/11
Michael John	4 Maple Lane Bath 03740	6/12/11
Erin L. Shelton	45 Smith Street Woodsville NH 03785	6/12/20
Caitlin Fullerton	PO Box 223 Bath NH 03740	6/12/20
Christopher Risteen	69 Church St, Waltham, MA 02461	
Jody T Engle	PO BOX 216 WELLS RIVER VT 05081	
Elizabeth Gilbert	45 Smith Street, Woodsville, NH 03785	
Merv of Geristevan	P.O. Box 220 - Walpole, NH 03608	
Pete Atkinson	PO Box 231 Old Saybrook CT 06475	
Alex Atkinson	29 Otter Cove Dr Old Saybrook CT 06475	
Anley Savage	283 Bayly St Brooklyn, NY 11214	
James Behan	P.O. Box 72 Willsbury, MA 02575	
Peter Castello	174 Goose Lane Bath NH 03740	6/12/11
JAY Holden	12 Elm Street, Woodsville, NH 03785	
Sprunt Miller	12 Elm Woodsville NH 03785	
Kevin Sheehan	45 Smith St Woodsville NH 03785	

DOCKET NO \_\_\_\_\_  
ITEM NO \_\_\_\_\_  
PAGE \_\_\_\_\_



## Appalachian Trail Museum

RECEIVED  
8.15.11

DOCKET NO 1364927-03238  
ITEM NO 39B  
PAGE 27

1120 Pine Grove Road • Gardners, PA 17324 • 717-486-8126 • [www.atmuseum.org](http://www.atmuseum.org)

August 11, 2011

James J. McCartney, USPS  
151 Forest Avenue  
Portland, ME 04101

Dear Mr. McCartney,

Enclosed are signed petitions requesting that the Glencliff, NH post office be kept open. This post office is an important resource for Appalachian Trail thru hikers, who depend on mail drops along the trail for resupply of food and equipment/

These petitions were signed at the Appalachian Trail Museum and the Pine Grove Furnace General Store, both located in Pine Grove Furnace State Park, Gardners PA, at the halfway point of the Appalachian Trail. Many of the individuals represented on the petitions are thru hikers themselves.

Please keep this post office open.

Sincerely,

Margaret Schmidt  
Manager



BOOKLET NO. 1364927-03235  
ITEM NO. 875  
PAGE 18

Petition to stop the closure of the Glencliff, NH Post Office

The United States Postal Service plans to close the Post Office in Glencliff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glencliff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

e, the undersigned eligible voters of the United States, petition to keep the Glencliff, NH Post Office in operation.

Number	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone #	Date Signed
1	THOMAS Klock	Thomas Klock	819 East Tanager St	PA	lucyhs216@gmail.com	603-291-5700	6/5/11
2	Rebecca Barber	Rebecca Barber	20504 Andy Keating	MD	mhverbert@gmail.com	301-540-6580	6/1/11
3	Jan Karst	Jan Karst	22014 Appleton, Hampden	NE	165.Karst@gmail.com	603-698-1155	6/11/11
4	Chris Klock	Chris Klock	40 Woodbury Dr	SC	Chris.Klock@gmail.com	803-238-2244	6/11/11
5	Laura McNeel	Laura McNeel	2532166TH	PA	laura.mcneel@gmail.com	771-310-7481	6/21/11
6	Shane Buckley-Gay	Shane Buckley-Gay	33 Beach St Newmarket	NH	shane.buckleygray@aol.com	-	6/24/11
7	Eric Jenkins	Eric Jenkins	908 Municipal Rd Haver	PA	-	-	6-24-11
8	Joe McNeel	Joe McNeel	13223 Cambridge St	VA	-	-	6-25-11
9	GARY ROCKEY	GARY ROCKEY	1380 PINECREST ST	PA	-	717 861 5691	6-25-11
10	NAT L SMITH	NAT L SMITH	115 BARTLETT DR	CT	-	-	-
11	DILLON WILLIAMS	DILLON WILLIAMS	11322222222222222222	PA	-	-	6/28/11
12	W.M. BROWN	W.M. BROWN	286 MEMORIAL DR	ME	-	-	6/29/11
13	Austin Palmer	Austin Palmer	5109 Pine St	TX	-	-	6/29/11
14	Letencia Leary	Letencia Leary	18014 Shadow Valley	TX	-	-	6/29/11
15	Brandon Biggs	Brandon Biggs	1603 County Side Dr	OH	-	-	6/29/11
16	Victoria Albright	Victoria Albright	1475 Sunnyside Rd	PA	-	-	6/29/11
17	Kim S ALI	Kim S ALI	808 S. Alhambra St	PA	-	717 846-3337	7/2/11
18	Anna Crow	Anna Crow	22 Elm St. Hopewell	NJ	acrow@comcast.net	609-446-6811	7/4/11
19	Christopher Crow	Christopher Crow	22 Elm St. Hopewell	NJ	ccrow@comcast.net	609-446-6811	7/4/11
20	Michael Johnson	Michael Johnson	6386 CHAMPAGNE AVE	PA	-	-	7/4/11
21	Gregg Niederer	Gregg Niederer	205 High St Haver	PA	pelinee@hotmail.com	-	7/4/11
22	ATTAHIE EMMER	ATTAHIE EMMER	70 NORTON ST Haver	MA	-	-	7/4/11
23	CHRISTINE LEONARD	CHRISTINE LEONARD	7225 N. CHATEAUX AVE	OK	christine.leonard@gmail.com	-	7/6/11
24	Carol Major	Carol Major	8100 DAVENPORT	VA	-	-	7/6/11
25	Leslie Richards	Leslie Richards	114 Rock Ave	PA	-	717-357-2234	7/6/11

KUN SMITH

9 MAINSVILLE

PA

MARKS GUTHER WIDEX.COM

7-11

# Glenciff Post Office Petition

Petition to stop the closure of the Glenciff, NH Post Office

BOOKING NO 1364927-03238  
 ITEM NO 348  
 PAGE 29

The United States Postal Service plans to close the Post Office in Glenciff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glenciff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

We, the undersigned eligible voters of the United States, petition to keep the Glenciff, NH Post Office in operation.

Petition #	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone#	Date Signed
1	David P. Pomeroy	David Pomeroy	621 Greenwood Road, Glenciff, NH	NH		771-352-445	6/3
2	James Pomeroy	James Pomeroy	621 Greenwood Road, Glenciff, NH	NH			6/3
3	Paul M. Pomeroy	Paul M. Pomeroy	120 Adams Street, Glenciff, NH	NH			6/4
4	Elizabeth Pomeroy	Elizabeth Pomeroy	45 Pomeroy Ave, Glenciff, NH	NH		856-399-5247	6/1
5	Patricia Pomeroy	Patricia Pomeroy	45 Pomeroy Ave, Glenciff, NH	NH		815-740-1192	6/4
6	Robert M. Pomeroy	Robert M. Pomeroy	37 Sutter Ave, Glenciff, NH	NH		711-731-5400	6/4
7	Samuel Pomeroy	Samuel Pomeroy	780 Grand St, Glenciff, NH	NH			6/4
8	Eric Pomeroy	Eric Pomeroy	292 Church Ave, Glenciff, NH	NH			6/4
9	Norman Pomeroy	Norman Pomeroy	400 Park Lane, Glenciff, NH	NH			6/4
10	Mark Pomeroy	Mark Pomeroy	174 Greenwood Rd, Glenciff, NH	NH		771-352-445	6/4
11	David Pomeroy	David Pomeroy	174 Greenwood Rd, Glenciff, NH	NH			6/4
12	Robert Pomeroy	Robert Pomeroy	302 Grand Ave, Glenciff, NH	NH			6/5
13	Samuel Pomeroy	Samuel Pomeroy	101 E. State St, Glenciff, NH	NH			6/5
14	Joe Pomeroy	Joe Pomeroy	99 W. Main St, Glenciff, NH	NH			6/5
15	Debbie Pomeroy	Debbie Pomeroy	1242 Springwell Rd, Glenciff, NH	NH		978-837-2555	6/5
16	David Miller	David Miller	1523 Grand St, Glenciff, NH	NH		804-387-2008	6/6
17	Michael Pomeroy	Michael Pomeroy	101 W. Main St, Glenciff, NH	NH			6/6
18	LEONARD GLASSNER	Leonard Glassner	307 Hill St, Glenciff, NH	CA		508-740-6111	6/6
19	Maureen Mosher	Maureen Mosher	433 S. Main Ave, Glenciff, NH	AZ			6/6
20	Alvin Pomeroy	Alvin Pomeroy	550 Appleton Rd, Glenciff, NH	PA		717-887-5411	6/6
21	Steven Pomeroy	Steven Pomeroy	415 Central Ave, Glenciff, NH	MA			6/8-11
22	Boyd Russell	Boyd Russell	605 Pomeroy Ave, Glenciff, NH	MA		946-746-0467	6-8-11
23	Michael Pomeroy	Michael Pomeroy	302 Church Ave, Glenciff, NH	FL		941-218-8000	6-8
24	John Pomeroy	John Pomeroy	1981 Church Ave, Glenciff, NH	MD		301-464-7510	6-8
25	Elizabeth Pomeroy	Elizabeth Pomeroy	4505 W. 8th St, Glenciff, NH	IN			6-8

Glenciff Post Office Petition  
 Petition to stop the closure of the Glenciff, NH Post Office

DOCKET NO. 1364927-63338  
 ITEM NO. 343  
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The United States Postal Service plans to close the Post Office in Glenciff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glenciff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

We, the undersigned eligible voters of the United States, petition to keep the Glenciff, NH Post Office in operation.

Petition #	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone#	Date Signed
1	Mark Davis	[Signature]	600 Cassara Ave	CO	Zachary@glenciffnh.com	603-864-6119	8-9
2	Jon McFadden	[Signature]	35 Cedar Ave.	MD			8/9
3	John Ackembach	[Signature]	4 Gervy Lane	NH			
4	Nelson Atkins	[Signature]	4014 1/2 Thomas St	PA			4/10
5	Leigh Herman	[Signature]	681 Linwood Ave	NY			6/10
6	Abraham Harder	[Signature]	44100 Maple St	AK			6/11
7	Erica Mulline	[Signature]	3444 1st St	PA			6/11
8	Tom Mullins	[Signature]	3110 Kildyca New Bedford	MA			6/11
9	Doug Clelland	[Signature]	2415 4th Federal Rd	MA			
10	Brian Herrera	[Signature]	8334 W. 11th Ave	MI			
11	Thomas MILES	[Signature]	277 Clinton TER RD	PA	MRS MILES 215-962-5326	215-962-5326	6-11-11
12	Laura McCommon	[Signature]	930 Pine Rd	PA			6-11-11
13	Caleb M. Yano	[Signature]	169 East 3rd Street	PA	caleb.yano@glenciff.com		6-11-11
14	DAVID UNDERSON	[Signature]	6381 Lake Pleasant RD	PA	wally@glenciff.com		6-11-11
15	Will Covarrubias	[Signature]	202 1st Street and Broadway	MD	willcovarrubias@glenciff.com		6-12-11
16	Dolly Donovan	[Signature]	36 Oak St	ME			6-12-11
17	Rose Black	[Signature]	1876 Village Rd NCPK	MD	Kig2003@gmail.com	612-840-4465	6-12-11
18	Krista Owens	[Signature]	1876 Village Rd NCPK				6/12/11
19	Stan Conly	[Signature]	Woodbine WPG Hls				6/12/11
20	Mike Bence	[Signature]	1507 Edgwood	KI		508-458-1494	6/12/11
21	Donald Smart	[Signature]	250 Bunting Pl. Zionsville	IN	donsmart@glenciff.com		6/14/11
22	John Huffer	[Signature]	295 Market St.	PA			6/14/11
23	Gene Ford	[Signature]	8526 Anthony Hwy	PA		717-765-0463	6-14-11
24	Theresa Ford	[Signature]	8526 Anthony Hwy	PA	theresaford@aol.com	717-765-0463	6-14-11
25	Thomas P. Conway	[Signature]	718 Midland Dr.	NH	thomas.p.conway@glenciff.com		6-15-11

UNITED STATES POSTAL SERVICE  
Petition to stop the closure of the Glenclyff, NH Post Office

DOCKET NO 1364927-07238  
ITEM NO 398  
PAGE 24

The United States Postal Service plans to close the Post Office in Glenclyff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glenclyff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

Therefore, the undersigned eligible voters of the United States, petition to keep the Glenclyff, NH Post Office in operation.

Position	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone #	Date Signed
1	Michael S. Wether	[Signature]	7 North St #18 04064	ME			6-17-11
2	Marie Ve Lombard	[Signature]	3700 Valley Dr 22302	VA	caremurray@gmail.com		6-17-11
3	Caroline Murray	[Signature]	9 JOHN GLENN RD	VA	caremurray@gmail.com		6/17/11
4	BENJAMIN MURRAY	[Signature]	330 Rajar Dr Denver	PA	caremurray@gmail.com		6/17/11
5	BENJAMIN MURRAY	[Signature]	95 Valley View Dr 01038	ME			6/17/11
6	Michael D. Downing	[Signature]	300 N. Main St 04007	AL			6/18/11
7	Jeff D. Davis	[Signature]	1016 Newell St. 04013	NY	eschep@comcast.net		6/18/11
8	Christine Schuchert	[Signature]	3802 Menomonee Rd 44121	OH			6/19/11
9	STUART O. SMITH, JR	[Signature]	9 Elm Court, Maynard MA	MA			6/20/11
10	Brie Carlson	[Signature]	88 main st Byfield	MA			6/20/11
11	Eric Ried	[Signature]	508 Penna Rd.	HI			6/20/11
12	Benjamin J. Culver	[Signature]	1 Center St 01069	MA			6/22/11
13	Stephanie Curran	[Signature]	61 Newport Ave west Hartford, CT	CT			6/22/11
14	Abigail E. King	[Signature]	18 Tide Mill Rd.	ME			6/22/11
15	Sam Dikes	[Signature]	321 11th St SD 44710	OH			6/22/11
16	Micha Miller	[Signature]	871 Jones Creek Rd	NC			6/22/11
17	Chris R. Hepler	[Signature]	1349 Rindell Ave	OH			6/22/11
18	Zari Saunders	[Signature]	402 Maple Ave	MD			6/23/11
19	Suzanna Lewis	[Signature]	101 Moedam Rd Phila.	PA	ginshtn@comcast.net		6/24/11
20	CHRISTOPHER SHIBUS	[Signature]	19 Shyrestown Rd 17144	NY			6/24/11
21	JAMES KYLE MCNEAL	[Signature]	4918 NW 35th PL Gainesville, FL	FL	ysackcomp@aol.com		6/24/11
22	David Young	[Signature]	1555 LINDEN ST 01401	LA			6/25/11
23	Lesley Mayeux	[Signature]	7 Birch Hill Rd Ashburton	NY	shirley@earthlink.net		6/27/11
24	ROSS GOSWAMI	[Signature]					
25	Charles E. Egan	[Signature]					

DOCKET NO 136427-63238  
ITEM NO 345  
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UNIVERSAL POST OFFICE LOCATION  
Petition to stop the closure of the Glenciff, NH Post Office

The United States Postal Service plans to close the Post Office in Glenciff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glenciff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

e, the undersigned eligible voters of the United States, petition to keep the Glenciff, NH Post Office in operation.

Position	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone#	Date Signed
1	Laura Kasko	Laura Kasko	30185 HUNTER RD	MD	LPKBACKPACKS@yahoo.com	301-876-9879	7-7-11
2	Bruce Finckley	Bruce Finckley	1155 GIBSON RD	NH	BRUCEFINCKLEY@GMAIL.COM	301-870-9877	7-7-11
3	Simon Smith Jones	Simon Smith Jones	4413 Ringgold Ln	TX		214-404-4757	7/14/11
4	Jesse DeFrance	Jesse DeFrance	112 Monteleone Dr	S.C	Defrance@aol.com	803-673-0993	7/16/11
5	Jessie McEntire	Jessie McEntire	2112 Jefferson Ave	IN			
6	Aaron Lambert	Aaron Lambert	147 Rockwood Dr And. Heights	VT	athurshend@yahoo.com		7/22/11
7	Anelle Kszob	Anelle Kszob	321 NVA Lane	VA	anieston39@gmail.com	804-94037131	11
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1364927-03238

CONFIDENTIAL

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**We, the undersigned eligible voters of the United States, petition to keep the Glenclyff, NH Post Office in operation.**

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5

# Glenciff Post Office Petition

Petition to stop the closure of the Glenciff, NH Post Office

DOCKET NO 1364927-03238  
ITEM NO 298  
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The United States Postal Service plans to close the Post Office in Glenciff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glenciff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

We, the undersigned eligible voters of the United States, petition to keep the Glenciff, NH Post Office in operation.

Petition #	PRINT Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone#	Date Signed
1	Jordan Downing	Jordan Downing	2038 Nevada Highway Ex 24 Bethel	TX	Sarlet-stare@ymail.com	-	6/6/11
2	Andrew Jayson Rich	Andrew Jayson Rich	29 West Wind Drive	PA	ajayson@earthlink.net	-	6/8/11
3	Davis Risher	Davis Risher	20 West Wind Drive	LA	d.risher@earthlink.net	-	6/8/11
4	Jordan Boni	Jordan Boni	20 Merry Oak Tr	SC	Jordan Boni	-	6/8/11
5	John Currier	John Currier	3523 Palack St	CA	Stuivage yates	-	6/9/11
6	Garrett Gershi	Garrett Gershi	35 Anna Olive Ct	RI	-	-	6/9/11
7	Supraa Sharma	Supraa Sharma	0781 Cleary Blvd.	FL	-	-	6/9/11
8	Andru Moller	Andru Moller	11 Leigh Rd	NJ	-	-	6/13/11
9	Michael Moller	Michael Moller	9 Myron Rd	MA	-	-	6/13/11
10	John Dons	John Dons	3201 Barton St SE	MI	-	-	6/13/11
11	Melinda Heng	Melinda Heng	119 W. Cary Street	PA	grmh@prodnet.com	-	6/14/11
12	Phuoc Dao	Phuoc Dao	11712 Lombard Rd	MD	-	-	6-22-11
13	Steven McCarter	Steven McCarter	206 Lakes St York PA	PA	-	-	6-23-11
14	Grace Bradley	Grace Bradley	10321 Patterson Ave Richmond	VA	-	-	6-25-11
15	David L. Pette	David L. Pette	Pinehollow Rd Dover	PA	-	-	6-25-11
16	David Holman Jr	David Holman Jr	112 Conroy at Waterford	PA	-	-	6-25-11
17	Michael T. Tishet	Michael T. Tishet	965 Old Hardsburg Rd	PA	mtishet@yaho.com	-	6/25/11
18	Kevin Valentini	Kevin Valentini	108 Countryside Ln	CA	kvvalentini@gmail.com	-	6/26/11
19	Kim Althart	Kim Althart	1702 KBS Rd.	PA	kimalthart@yahoo.com	-	6/26/11
20	Mike Dantes	Mike Dantes	225 Pine Mount	MD	-	-	6/27/11
21	Kathryn Messer	Kathryn Messer	1800 CR 1400N Urbana IL	IL	-	-	6/30/11
22	Kevin P. Smith	Kevin P. Smith	6128 Furrow Drive Haverhill	MA	hopeful2003@gmail.com	-	6/30/11
23	Anthony Davis	Anthony Davis	185 Appleton Shipping PA	PA	-	-	7/3/11
24	Sherry Letner	Sherry Letner	1504 Hazen Ln Phelps WI	WI	-	-	7/5/11
25	Amber Marshall	Amber Marshall	19357 Hwy 70 Elk	WV	-	-	7/5/11

Tip Over

# Glenciff Post Office Petition Petition to stop the closure of the Glenciff, NH Post Office

RECEIVED  
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The United States Postal Service plans to close the Post Office in Glenciff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glenciff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

We, the undersigned eligible voters of the United States, petition to keep the Glenciff, NH Post Office in operation.

Petition #	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone#	Date Signed
1	James MacFarland	<i>James MacFarland</i>	270 Jefferson Road	PA	AT Hiker	-	5/31/11
2	Bryan Schwalm	<i>Bryan Schwalm</i>	39 Sunset Drive, Oakland, CA 94612	CA	AT Hiker	-	5/30/11
3	Samie Richard	<i>Samie Richard</i>	27 Oliver Street, Diggins, CA 95308	CA	AT Hiker	-	5/30/11
4	David H. White	<i>David H. White</i>	109 S. Main St., P.O. Box 86, GA	GA	AT Hiker	478-987-9375	5/30/11
5	Neil Puckert	<i>Neil Puckert</i>	120 Bellview Circle, Salisbury, VT	VT	AT Hiker	-	6-2-11
6	James C. Eagon	<i>James C. Eagon</i>	2507 Newaygo Rd., Appleton, WI	WI	engelen@att.net	-	6-3-11
7	Logan Haller	<i>Logan Haller</i>	400 81 Bock Rd., CD, Lehigh, NY	NY	11holer07@gmail.com	-	6/6/11
8	John Krametsberger	<i>John Krametsberger</i>	51044 Rutherford Rd., Bedford, MA 01730	MA	SA Krametsberger@verizon.net	-	6/7/11
9	Patricia M. Miles	<i>Patricia M. Miles</i>	1755 Rutherford Rd., Bedford, MA 01730	MA	patricia.miles@gmail.com	-	6/12/11
10	Jack W. Wier	<i>Jack W. Wier</i>	20101 E. CR. 174	OK	gawier@earthlink.net	-	6/12/11
11	Elise Lawrence	<i>Elise Lawrence</i>	144 Dickerman Rd., Newton, MA	MA	elawrence@gmail.com	-	6/15/11
12	Thomas Thorne	<i>Thomas Thorne</i>	85 Tracy Dr., Newton, MA	MA	phillycove@hotmail.com	800-640-2920	6/15/11
13	William Good	<i>William Good</i>	1805 W. 15th St., Newton, MA	MA	mikephillips@att.net	(956)466-3286	"
14	Peter Nikolopoulos	<i>Peter Nikolopoulos</i>	125 Eliot St., Chestnut Hill, MA	MA	pete_nikolopoulos@gmail.com	-	6/16/11
15	Alexander Klein	<i>Alexander Klein</i>	105 Walnut Hill Rd., Chestnut Hill, MA	MA	alex.klein@gmail.com	-	6/16/11
16	Elizabeth Morris	<i>Elizabeth Morris</i>	2810 Armstrong Dr., St. Louis, MO	CA	etmorris@comcast.net	-	6/19/11
17	Chris Callery	<i>Chris Callery</i>	913 Yz Elliott St., Grand Haven, MI	MI	longshot.darius@gmail.com	-	6/19/11
18	Kate Monahan	<i>Kate Monahan</i>	16 Portsmouth St., Hilo, Boston, MA	MA	mc-kate@gmail.com	802-522-7443	6/20/11
19	Stephen McNeil	<i>Stephen McNeil</i>	15 Webb Lane, Rd., Asheville, NC	NC	stmcneil@earthlink.net	838-329-0116	6/20/11
20	Blake Gonsky	<i>Blake Gonsky</i>	3393 Regency Dr., Asheville, NC	NC	bgonsky@gmail.com	404-307-0521	6/20/11
21	Liam Davis	<i>Liam Davis</i>	1153 River Rd., Asheville, NC	NC	stf11@att.net	-	6-21-11
22	Robert Davis	<i>Robert Davis</i>	P.O. Box 301, Winstonsalem, NC	NC	SANTASHE@AOL.COM	931-636-7343	6-22-11
23	Ken Shadness	<i>Ken Shadness</i>	76 West Broadway, Salem, NJ	NJ	-	609-698-4447	6-22-11
24	Beky Kindler	<i>Beky Kindler</i>	4419 Thompson St., Brooklyn, NY	NY	-	-	6-22-11
25	Camryn Dapkin	<i>Camryn Dapkin</i>	-	GA	-	-	6/23/11

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DOCKET NO 1369937-03231  
ITEM NO 378  
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Glenciff Post Office Petition  
Petition to stop the closure of the Glenciff, NH Post Office

The United States Postal Service plans to close the Post Office in Glenciff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glenciff Village. Over 700 hikers per year depend on this P.O location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

We, the undersigned eligible voters of the United States, petition to keep the Glenciff, NH Post Office in operation.

Petition #	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone#	Date Signed
1	Anthony PATTIN	[Signature]	THUMBULL CT	CT			
2	MARLENE BLANC	[Signature]	BRIDGEPORT ST	CT		803-660-2584	6/17/11
3	JASON GOS	[Signature]	New Haven CT	CT	Jay 39400@Yahoo.com	203-640-8708	6/17/11
4	Michael Gervais	[Signature]	Southwestern CT	CT			6/17/11
5	Michael Kaplan	[Signature]	Milford	CT		203-206-5726	6/17/11
6	Mac Mybode	[Signature]	NEW HAVEN CT 06511	CT			6-7-11
7	Sally Deluca	[Signature]	STRAITFORD CT 06615	CT	admetrick@aol.com	803-253-4153	6-7-11
8	David Bero	[Signature]	West Haven CT 06516	CT			6-7-11
9	William Leish	[Signature]	St-Barnabys MA 01230	MA	weathill5@gmail.com	408-0574	6-26-11
10	Elvis Majic	[Signature]	39764 Camp Dr Harrison Tn	MI			6-26-11
11	Conrad Boyer	[Signature]	525 Michells Mill Rd Ave	PA			6-26-11
12	Mark Dixon	[Signature]	52152nd St Winchester	VT		406-451-4649	6-27-11
13	Chase Hooper	[Signature]	4450 Mercedale Ave	CO			6/27/11
14	Chase Hooper	[Signature]	4390 E 161st St	OH			6/28/11
15	Hung Netzer	[Signature]	161 Beach Ave	NY		919-907-2780	6/28/11
16	Charles Norman						
17	HAROLD FLOREN	[Signature]	8 YOUNG ST CT 06084	NH			6/30/11
18	DENNIS LUNA	[Signature]	435 GARDEN AVE CT	OH		740-397-2854	6/30/11
19	Ben Stenhouse	[Signature]	2002 Oak Branch Rd Fitzroye IN 46034	IN			7/1/11
20	Tom Reimse	[Signature]	475 E St Remond MA 02465	CA		645-610-1157	7/1/11
21	CARL FRIEDRICH	[Signature]	1620 1st Ave, HAWAIIAN TWP	NJ		(856) 261-2796	7/1/11
22	Daniel Cramer	[Signature]	163 S Roslyn ST Denver	CO			7/1/11
23	Paul Kotelar	[Signature]	2575 Thompson Dr	MO			7/1/11
24	Danney Gargano	[Signature]	1721 Brookfield Rd Bloomfield NJ	IN		812-863-9208	7/2/11
25	W. J. J. J. J. J.	[Signature]	25 E 3rd St				7/2/11

DOCKET NO 1364427-03238  
ITEM NO 348  
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# Glenciff Post Office Petition

Petition to stop the closure of the Glenciff, NH Post Office

The United States Postal Service plans to close the Post Office in Glenciff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glenciff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

We, the undersigned eligible voters of the United States, petition to keep the Glenciff, NH Post Office in operation.

Petition #	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone#	Date Signed
1	Deb Bartholomew	<i>Deb Bartholomew</i>	704 N Main St, Bethel, ME 04212	ME	terarred@hughes.com	479-366-6617	06-24-11
2	David Thompson	<i>David Thompson</i>	75 Hyde Park St #1, Bethel, ME 04212	ME	hughes@hughes.com	617-599-5000	07-3-11
3	Scott Snyder	<i>Scott Snyder</i>	149 E 3rd St, Bethel, ME 04212	ME	slow@hughes.com	334-614-2400	7-4-11
4	James Sawyer	<i>James Sawyer</i>	77C Wagoner Rd, Bethel, ME 04212	NY	jsaw440@gmail.com	207-544-8001	7/4/11
5	Jason Weber	<i>Jason Weber</i>	317 W North St, Bethel, ME 04212	GA			7/4/11
6	Dustin Harvey	<i>Dustin Harvey</i>	321 Flanders Point Rd, East Palatka, FL 32931	OH			7-4-11
7	David Hachnes	<i>David Hachnes</i>	343 Church Rd, Cranston, RI 02907	FL	hughes@hughes.com	904-692-3806	7-5-11
8	James Groves	<i>James Groves</i>	1225 So Hill Rd, LS, PA 18041	NJ	hughes@hughes.com	856-786-0551	7-5-11
9	Nicholas Dorel	<i>Nicholas Dorel</i>	3 Quinell Ave, 08071	PA		610-584-1204	7-5-11
10	Adam Wilczynski	<i>Adam Wilczynski</i>	7217 Boyer St, PA 19119	PA		267-975-7315	7-6-11
11	Anna Parenti	<i>Anna Parenti</i>	46138 W 15th Dr, DE 1	OH		330-385-8104	7-6-11
12	James R. Smith	<i>James R. Smith</i>	20743 Jewell, Conway, ME 04850	GA			7-7-11
13	Matthews Helms	<i>Matthews Helms</i>	325 A St SE, Washington DC	DC		202-544-7777	7-8-11
14	Kathryn Powner	<i>Kathryn Powner</i>	1245 MEADOWWEATHER AVE, MAINE CITY	OH		513-533-0010	7-9-11
15	Lincoln Lawrence	<i>Lincoln Lawrence</i>	1000 City, LA	LA		191-013-7184	7-9-11
16	Mike Tresselt	<i>Mike Tresselt</i>	1000 City, LA	LA			7-9-11
17	Meghan Ojczyk	<i>Meghan Ojczyk</i>	1000 City, LA	LA			7-9-11
18	Louis Myers	<i>Louis Myers</i>	14 Summit Ave, East Haven, CT	CT		203-927-1800	7-11-11
19	Rich Burham	<i>Rich Burham</i>	1400 W. Oakdale Ave #2, Chicago, IL	IL		480-540-9698	7-11-11
20	Patrice LaVigne	<i>Patrice LaVigne</i>	1140 W. Oakdale Ave #2, Chicago, IL	IL		480-540-9758	7-11-11
21	Joshi LaVigne	<i>Joshi LaVigne</i>	9 Wintown Road, NH	NH	FORHAM	603-466-1010	7-11-11
22	Roy Marquis	<i>Roy Marquis</i>	5 SALT MARSH AVE, NH	NH	CANDIAN	702-434-8858	7-11-11
23	CHARLOTTE RICA	<i>CHARLOTTE RICA</i>	2030202, MA 02102, MA	PA			7-11-11
24	Rebecca Schweitzer	<i>Rebecca Schweitzer</i>	303 Sumner Dr, Bethel, ME 04212	IN		423-341-4055	7-12-11
25	Paul Mollen	<i>Paul Mollen</i>					

1364927-03238  
 ITEM NO 296  
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# Glenciff Post Office Petition

Petition to stop the closure of the Glenciff, NH Post Office

The United States Postal Service plans to close the Post Office in Glenciff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glenciff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

We, the undersigned eligible voters of the United States, petition to keep the Glenciff, NH Post Office in operation.

Petition #	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone#	Date Signed
1	Paul Clark	Paul H. Clark	11 Teimee Ct Morrisville VT	VT	Chimountain@gmail.com	973-508 2307	7/12/11
2	Suzanne Singson	Suzanne Singson	1004 S. Winslow St.	NC	Singsons@gmail.com	202-306-3062	7/13/11
3	Jacob Stewart	Jacob Stewart	3239 Seven Springs rd.	NC	jsstewart@unc.edu	919-824-1711	7/13/11
4	Krista Miller	Krista Miller	3403 Sparrow Hawk Ct.	NC	kemille2@gmail.com	910-620-6890	7/13/11
5	Jacob Frost	Jacob Frost	3428 S. P. New Haven Ct.	NH	Jacob.Frost@comcast.net	603-659-5446	7/13/11
6	William Stephens	William Stephens	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
7	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
8	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
9	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
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11	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
12	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
13	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
14	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
15	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
16	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
17	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
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21	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
22	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
23	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
24	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11
25	Nick Wickers	Nick Wickers	7343 Foxhall Way SE SE 3502	FL	412.2390@gmail.com	-	7/14/11

# Glencliff Post Office Petition

Petition to stop the closure of the Glencliff, NH Post Office

The United States Postal Service plans to close the Post Office in Glencliff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glencliff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

We, the undersigned eligible voters of the United States, petition to keep the Glencliff, NH Post Office in operation.

Petition #	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone#	Date Signed
1	Abraham Hander	Abraham Hander	4400 Maple St. N. York	AR	harderab@hendrick.com	501-233-6061	7/27/11
2	Liz Hander	Liz Hander	4400 Maple St, N.Y.	AR	stewartem@hendrick.com	520-396-0832	7/27/11
3	Michael Rayson	Michael Rayson	2613 Fairfield Ave, Greenwood	NC	mikenrayson@gmail.com	384-56-1103	7/28/11
4	John T. Kingdon	John T. Kingdon	20 Maryville Ct	TN	kingdonjohns@gmail.com	918-907-0582	7/29/11
5	Gregory Fawcett	Gregory Fawcett	436 Main St, Ketchikan	AK	gregory.fawcett@alaska.net	907-254-6560	7/30/11
6	Brandon Fitzpatrick	Brandon Fitzpatrick	20744 Hollow Falls Road, Forestburg	VA	fitzpatrickbrandon@gmail.com	703-421-1511	7/30/11
7	Seth Brainer	Seth Brainer	2100 Oakview Rd	CT	sethbrainer@gmail.com	860-516-5969	8/1/11
8	Eric Thorne	Eric Thorne	2100 Oakview Rd	GA	erict@erict.com	404-378-4624	8/1/11
9	David J. Greene	David J. Greene	2100 Oakview Rd	GA	greendavid55@yahoo.com	404-378-4624	8/1/11
10	Matthew J. Lively	Matthew J. Lively	916 Millwood Dr.	NC	livelymatt@yahoo.com	910-791-0023	8/1/11
11	Matthew Lively	Matthew Lively	3875 Wilton Rd.	NC	livelymatt@yahoo.com	910-791-0023	8/1/11
12	Sarah Elizabeth	Sarah Elizabeth	35 Duane Rd	NH	melissa@melissa.com	603-882-8822	8/2/11
13	David C. Lister	David C. Lister	2848 William Street Rd	GA	dc@dc.com	404-782-8822	8/2/11
14	Brandon Kirkson	Brandon Kirkson	912 S. 7th Ave Apt 2	FL	brkirkson@gmail.com	813-882-8822	8/2/11
15	Gregory Fawcett	Gregory Fawcett	Greensboro, NC	AK	gregory.fawcett@alaska.net	907-254-6560	8/3/11
16	John W. Ingber	John W. Ingber	2100 Millwood Dr.	NC	ingberjohn@yahoo.com	910-791-0023	8/3/11
17	David H. Ingber	David H. Ingber	5811 May Green Dr.	NC	ingberdavid@yahoo.com	910-791-0023	8/3/11
18	Rick Ingber	Rick Ingber	145 Village Dr.	GA	ingberrick@yahoo.com	404-782-8822	8/3/11
19	Michael Ridge	Michael Ridge	9113 N. Glenhurst Pl Apt 2, GA	GA	ridge@ridge.com	404-782-8822	8/3/11
20	David H. Ingber	David H. Ingber	14522 Ridge Rd, Orlando, FL	FL	ingberdavid@yahoo.com	407-253-9426	8-3-11
21	Scott H. Hinton	Scott H. Hinton	18224 Foxcroft Dr, Fort Worth, TX	TX	hinton@hinton.com	817-333-5147	8-3-11
22	John Campbell	John Campbell	3159 Grand Ave, Miami, FL	FL	campbelljohn@yahoo.com	305-333-5147	8-3-11
23	Daniel R. Smith	Daniel R. Smith	44 Porter Rd, Rockledge, FL	FL	smithdaniel@yahoo.com	407-253-9426	8-4-11
24	Andy Sternheim	Andy Sternheim	72 Heatherstone Rd, Amherst, MA	MA	asternheim@yahoo.com	413-253-9426	8/5/11
25	Veronica S. Sapore	Veronica S. Sapore	325 Summit Ave, Appleton, WI	WI	dsapore@yahoo.com	920-253-9426	8/5/11



TNO 1364927-63238  
 NO 375  
 30

# Glenciff Post Office Petition Petition to stop the closure of the Glenciff, NH Post Office

The United States Postal Service plans to close the Post Office in Glenciff, NH. This P.O. is a very important resource for Appalachian Trail hikers, as well as the residents of Glenciff Village. Over 700 hikers per year depend on this P.O. location, which is a few hundred yards from the trail, so they can mail themselves food and equipment for their journey.

We, the undersigned eligible voters of the United States, petition to keep the Glenciff, NH Post Office in operation.

Petition #	Voter Name	Voter Signature	Voter Street Address	Voting State	Voter Email	Voter Phone#	Date Signed
1	PAUL N. MANAN	<i>Paul Manan</i>	900 Bufffelo Rd Rumney, NH	NH	patrickmanan@comcast.net	603-786-7397	6/2/11
2	THOMAS J. KIRK JR	<i>Tom Kirk</i>	546 NHRT 25 Rumney, NH	NH	SKYWAYE@comcast.net	764-8887	6/2/11
3	CHESTER R. RICHES	<i>Chester Riches</i>	1246 ELMWOOD WAGON, NH	NH	THESEEN@comcast.net	603-764-5768	6/2/11
4	<i>Donna D. Hall</i>	<i>Donna D. Hall</i>	4428 Lake Tangle House, NH	NH	donna.hall@comcast.net	603-764-1042	6/2/11
5	<i>Randy Miller</i>	<i>Randy Miller</i>	2017 S. LUMPKINS RD, Rumney, VT	VT	mlmiller@comcast.net	802-571-5695	6/2/11
6	LAMAR COLES	<i>Lamar Coles</i>	479 NORTH RD. W. WILBAR, VT	VT	LCOLE@AMHSTWIS.COM	802-578-8165	6/2/11
7	MR. OHSER	<i>Mr. Ohsen</i>	ELMWOOD, NH	NH			
8	P. ASHLEY	<i>P. Ashley</i>	20 BOX 218, Rumney, AL	AL		603-728-1350	6/2/11
9	DANIELA DULCE	<i>D. Dulce</i>	17 Lake Tangle Rd, Rumney, NH	NH	hippyjinx@comcast.net	603-764-5708	6-3-11
10	Antoinette P. Kelly	<i>Antoinette Kelly</i>	17 Lake Tangle Rd, Rumney, NH	NH		603-764-5708	6-3-11
11	Gray MacDonagh	<i>Gray MacDonagh</i>	17 Lake Tangle Rd, Rumney, NH	NH		603-764-5708	6-3-11
12	JANNA SPURGE	<i>Janna Spurge</i>	20 BOX 218, Rumney, NH	NH	sh350@comcast.net		
13	<i>Donna D. Hall</i>	<i>Donna D. Hall</i>	4428 Lake Tangle House, NH	NH			
14	<i>Donna D. Hall</i>	<i>Donna D. Hall</i>	4428 Lake Tangle House, NH	NH			
15	<i>Donna D. Hall</i>	<i>Donna D. Hall</i>	4428 Lake Tangle House, NH	NH			
16	<i>Donna D. Hall</i>	<i>Donna D. Hall</i>	4428 Lake Tangle House, NH	NH			
17	DAVID N. SACCO	<i>David N. Sacco</i>	9 ACADIA RD, Rumney, NH	NH			
18	VICAR ANNE T. AON	<i>Vicar Anne T. Aon</i>	33 DUNDAS ST, Rumney, NH	NH		978-492-1861	6/3/11
19	Michael Blanchard	<i>Michael Blanchard</i>	107 GARDEN RD, Rumney, NH	NH		NOV	6/3/11
20	Karen Hood	<i>Karen Hood</i>	13831111111111111111, NH	NH			
21	Burt Hood	<i>Burt Hood</i>	"	"			
22	Raymond MacDonagh	<i>Raymond MacDonagh</i>	113 BALL DR, Rumney, NH	NH		603-764-1034	6/2/11
23	Ryan Richards	<i>Ryan Richards</i>	"	"			
24							
25							

May 14, 2014 26 1-

U.S. Postal Service  
Vice President of Area Operations  
6 Griffin Road North  
Windsor, CT 06096-7010

Dear Vice President of Area Operations:

We, the undersigned citizens and frequent customers of the Glenclyff Post Office, hereby protest any change in the status of our post office.

We want to keep our post office open and operating in its present status—as a United States post office operated by the postmaster and his or her employee(s).

We do not accept your proposed change in service, namely, that you will offer us the use of rural carriers to meet our delivery and mailing needs. This will not be convenient and will not provide the flexibility and access to services that we require. Many of us do not have the luxury of waiting at home for the rural carrier to come by so that we can buy stamps or mail packages. Rural delivery will not give us the confidence we currently enjoy in knowing that important pieces of mail are safe in our locked post office boxes and not out on the road where anyone can tamper with them. And if you want to suggest that we get a post office box at one of the closest post offices in Warren (4.8 miles away) or Pike (6.8 miles away), you forget that the winters up this way are often very nasty, and a lot of us count on being able to walk to the post office when winter storms make driving dangerous.

Our post office is the focal point of our little village and serves as a place for people to meet and catch up while getting their mail. The population of Glenclyff is small, but there are a lot of other people who depend on the service our post office supplies. The Glenclyff P.O. is a very important way station for Appalachian Trail thru-hikers who need to be able to receive and mail home packages containing provisions and personal items. An estimated 250 to 400 thru-hikers use the post office every year between May and October. The Glenclyff Home for the Elderly also uses our post office for receiving and mailing letters and packages for its hundred-some residents.

You may cite the Postal Reorganization Act of 1970 to justify closing our small post office based on a lack of revenue, but you have not proposed a level of service that will meet the needs of our small community.

We do not feel your proposal meets your criteria.

Sincerely,

# Glenciff Home

DOCKET NO 1264927-03238  
ITEM NO 378  
PAGE 32

Glenciff Home  
Glenciff Home  
Glenciff Home

Katherine  
Smith

Katherine Smith Glenciff Home 5-16-11

Dan Willis

Dan Willis Glenciff Home 5-16-11

Linda Hujsek

Linda Hujsek Glenciff Home 5-16-11

Cheryl Vittum

Cheryl Vittum Glenciff Home 5/16/11

Dear Sir,

There are 115 residents at this facility, many are unable to sign, but will be affected by the closure of this post office.

Thank you.

DOCKET NO 1364927-03271  
ITEM NO 270  
PAGE 30

P.O. Box 28  
Glenclyff, NH 03238  
(603) 989-5858

RECEIVED  
8-16-11

August 12, 2011

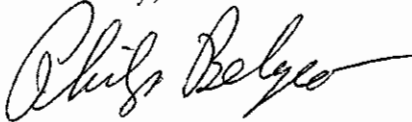
Jim McCartney  
Post Office Review Coordinator  
Northern New England District  
151 Forest Avenue  
Portland, ME 04101-7030

Dear Mr. McCartney:

I am enclosing some more signed petitions to be added to those sent in by Maggie Carr on June 16. Please make sure that these get included in the official record of the closure proceedings.

I also include a copy of a letter I sent to our U.S. Representative, Charlie Bass.

Sincerely,



Philip Belyea



Philip Belyea  
P.O. Box 28  
Glencliff, NH 03238  
(603) 989-5858

DOCKET NO 1364927-02238  
ITEM NO 378  
PAGE 34

August 12, 2011

The Honorable Representative Charles Bass  
114 North Main Street, Suite 200  
Concord, NH 03301

RE: The closing of the Glencliff (NH) Post Office

Dear-Mr. Bass:

I am Philip Belyea, postmaster (retired) from Glencliff, NH. I spent 37 years at the office, and I believe I know as much about this office as anyone around. I stayed here because I liked the job and especially the people of this town.

Because I retired, the Postal Service is using the fact that the post is vacant as an excuse for trying to close the Glencliff Post Office. (See enclosed list of excuses.) I knew two people who would have applied for my position but the Postal Service never posted the job. Instead they filled it with another employee who in addition to her salary is also getting paid approximately \$700 per month in travel pay. Based on 12 months (even though she has been here for more than 15 months), this is what it has cost the Postal Service:

$36 \text{ hours per week} \times 4.33 \text{ weeks (per month)} = 155.88 \text{ hours per month}$

$155.88 \text{ hours} \times @\$26 \text{ per hour} = \$4052.88 \text{ per month}$

Add \$1350.05 per month for benefits

And the total salary expense for the year is \$64,835.16 for the year

Added to the cost of employing the present officer in charge is her travel allowance of about \$8,400 per year. Thus the Postal Service's outlay for the present employee is \$73,235.16.

If the Postal Service had posted the job with the total hours per week reduced to 24 hours, or as an EAS-53 grade office, the salary for the position would be \$22,288, with benefits costing \$7,466, or a total of \$29,754. So the cost of the present employee is about two and a half times as much as it would have cost to reconfigure the job to keep the office open.

The Postal Service is blaming its losses on places that are not necessarily the problem—and if the small offices are a problem, they are only a small problem compared to the losses incurred by upper management through bad decision-making and poor management—and these kinds of things don't tend to be the target of change.

Management makes a lot of mistakes that are very costly to the Postal Service. One example is untrained supervisors messing up schedules at processing plants, and the result is that people are forced into receiving penalty overtime.

To me this is clearly a case of upper management trying to balance the budget through what it sees as the path of least resistance. According to a survey done by one of the postmaster organizations, if you closed all of the small post offices it would only save 7/10 of 1 percent of the Postal Service budget.

One of the excuses for closing small post offices is that the workload has dropped. I wonder if it is not the same in all offices. Management claims that they could save \$27,171 by closing the post office and substituting rural route delivery. Have they studied all the post offices in the surrounding area and compared losses? I requested a profit and loss statement from management to see how the losses at Glencliff compared to losses at other area post offices. I did not receive the information I had requested about the operating expenses for these offices. This should be public information, yet I am going to have to file an appeal with the General Counsel of the U.S. Postal Service to get this information. If and when I receive the information I requested, it may be too late to use it.

At one time during my postal career, it was stated that 66 offices out of 200 offices operated in the black. If revenue and workload are the issue, it would appear that the size of the office shouldn't necessarily be a factor—because it's possible that other somewhat larger post offices are losing proportionally more money than are the small offices. Is the Postal Service in business to make a profit or to serve the public or what? The mission of the Postal Service seems to have changed over the years, and no one seems to know what they are supposed to be doing. Until they get a clear mission, there will always be trouble.

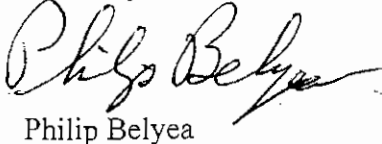
The district is touting the use of the rural routes as opposed to keeping the post office open. They are trying to sell this as the next best thing to candy. There are going to be problems about where mailboxes will be located. There are no-backing rules, and they may decide to put cluster boxes in one area. The carriers will be instructed not to deliver to boxes if they aren't adequately shoveled. During the public meeting, people asked where their mailbox would be located, and the postal employees weren't prepared to answer that question. For that reason, some of the people who started out supporting the idea of rural carriers when they completed questionnaires for the postal authorities have now changed their minds. They know that mail is not as secure in a rural route box out on the road as it is in a post office box. If people want to continue to have peace of mind about their mail by keeping a post office box, given how the closures are proceeding in

these rural areas, they are going to have to drive out of their way to pick up mail at an inconvenient location.

The Postal Service insults our intelligence when they tell us that they are offering us the benefit of "expanded access" to postal products at large commercial stores that are open longer hours than a regular post office. The Postal Service seems to think that we won't notice that they are replacing the "service" in "Postal Service" with a kind of catch-as-catch-can, patched together "network" of carriers and third-party providers. Missing from the equation is the postal expertise of a career postmaster—something that cannot be bought at a Walmart or a big chain grocery store, which will only be selling stamps and flat-rate priority mail boxes.

But it looks like management has its sights set not so much on their core business of providing a service to customers as on making sure they can continue to collect their high salaries and benefit packages.

Sincerely,



Philip Belyea

Cc: James McCartney, Post Office Review Coordinator, Northern New England District

**SAMPLE LISTING**  
**POSSIBLE EXCUSES USED BY UNITED STATES POSTAL SERVICE**  
**TO CLOSE AND/OR CONSOLIDATE POST OFFICES**

1. Fail to renew leases with existing lessors and provide alternate post office building
2. Postmaster vacancy (Retirement, Death, or Promotion) (CLOSE)
3. Postmaster vacancy (Retirement, Death or Promotion (CONSOLIDATE with near by office or change to station).
4. Promote Postmaster, move rural carrier to another office (CLOSE)
5. Post notice and close office same day--fail to follow law
6. Post Office located in-home of retiring Postmaster--fail to provide another Post Office location
7. Using emergency suspension of service--not seeking alternative site or post office
8. Placing intermediate highway contract route in head out office
9. Consolidating rural routes from several post offices into one. Closing local offices and/or downgrading
10. Current location in flood plain, no other alternate site available
11. Any reason to close or reduce number of employees
12. Transfer clerks to another office, not permitting Postmaster to hire replacements
13. Change in highway location
14. Placing cluster boxes at Post Office--close the next day
15. No bathroom
16. Fire--Post Office burned
17. Flood--Post Office washed away
18. Refusal to renew lease contracts or seeking new contracts

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date
M.F. CAETANO	8664 NEADPOW BROOK DR PENSACOLA, FL 32514	3 AUG 2010
P. Heintz	13 Long Gables Felt, Cambridge, MA 02138	8/4/11
T. Garside	357. SWAIN HILL Rd	8/6/11
Wally Donovan	36 OAK ST. WATERVILLE, ME	8/8/11
MARTIN SHEILL	948 S. PARKWOOD, SOUTH LYON, MI 48178	8/8/11
Mane Cobb	(AT. Hiker) Baltimore, MD	8/8/11
Myla Mooney	Teaneck, NJ	8/9/11
Jasper Gietowski	5177 Long Vista Cir. Apt 301	8/9/11
Dylan Skinner	204 Pheasant Hollow Dr. Lanoka Harbor NJ 08734	8/9/11
AT HIKER Kristin Wade	1006 Vickre Dr. Cary, NC 27511	8/9/11
Jael Ford	Baltimore, MD	8/10/11
Robert Bloom	Waveren, VT	8/10/11
Shirley Pappagorgio	Woodsville, N.H.	8/10/11
Norma Bell	Glencliff N.H.	8/10/11
Brent Larson	Richmond, VA	8/10/11
Patricia Franco	Charleston, NH	8/10/11

↑ Hikers re/make  
 LOVE these small  
 town P.O.'s!!

Customers of the Glenciff, NH, Post Office  
Glenciff Post Office Petition Signatories

Name Address Date

Zick & Debra Good 1373 Rt 25 Glenciff NH 6/19/11  
Margaux & Brian Tanguay 1373 rt 25 Glenciff NH 6/19/11  
Derrick & Christina Pierce Coventry, Ct.  
Bruce & Pender 20 ANDROSCOGG ST. GORHAM NH 03581 6/20/11  
Ryan V Hickey 9600 Lino Waveret NH 6/25/11  
CHRISTIAN PASSON 256 DUFFAN ROAD CTMA NH 03750 6/25/11  
Karina Foster 1387 N.H. Rte 25, Glenciff, NH 7-3-11  
Nancy Green 1397 Hooksett rd, Hooksett NH  
Dana Reno 50 Edward & Roy DR #15 Manchester, N.H.  
Jeff & [unclear] Deerfield NH 7-3-11  
Barbara Dunn Duxbury I LOVE MASSACHUSETTS GLENCIFF 7-4-11  
Catherine A Cunnamond Glenciff 7-8-11  
Athens 3 Foot ASHLAND NH 7-10-11  
R. Smith Concord, NH 7-10-11  
Doughan Ashland NH 7-10-11  
Jeanne Harlow Thetford, VT

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date	
Ashton Pace	Albany, GA	6/30/11	-AT Hiker
Will Griebel	Raleigh, NC	7/1/11	-AT
Drew Harkin	Raleigh, NC	7/1/11	-AT Hiker
Geoff Williams	Appalachian Trail	7/5/11	Hiker
Kat Hennrichs	Ann Arbor, MI	7/5/11	Hiker
Adam Wilczynski	Cincinnati, NJ	7/5/11	-Hiker
Natalie Johnson	Kailua, HI	7/7/11	AT Hiker
Jack - Besel	Kaneohe Bay, HI	7/7/11	AT Hiker
Cheryl Towne	Ple WH	7/7/11	
CYNTHIA LAWRENCE	CINTI., OH 1245 MERIWETHER 45208	7/9/11	AT Hiker
George McIntyre	Front Royal, VA	7/11/11	AT Hiker
Matt Schulman	Blue Bell, PA	7/12/11	AT Hiker
Zach Joiner	Carthage, MS	7/13/11	NoBo AT thru
Edward Strindler	Lufkin, TX	7/13/11	SOBO AT
Chris Wilk	JACKSONVILLE, NC	7/14/11	NOBO AT
Wesley Cato	Sandersville, GA	7/14/11	SOBO
LEONARD GLASSNER	SAN DIEGO, CA	7/14/11	NOBO AT

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date
Wanda Foote	Wentworth, NH	7/10/11
Ann S Hoopes	Bethlen, NH	7/13/11
Maria F. MeenaPrado	Newmarket, NH	7/24/11
Reverend Fay Nijsen	Lexington, NH	7/24/11
Adam Lelain	Barnstead, NH	7/24/11
Rebecca Lelain	Ctr. Barnstead, NH	7-24-11
Soc Pea Bon	Barrington, NH	7/24/11
Lara M. Simard	Manchester, NH	7/24/11
Stephanie Simard	Manchester, NH	7/24/11
Frank Sagio	Manchester, NH	7/24/11
Jeff Lloyd	Manchester, NH	7/21/11
Malena Hatch	Woodsville, NH	8-2-11
Laura Aguiarpace	Warren, NH	8/3/11
Matt Tetreault	Woodsville, NH	8-3-11
Chrissy Tetreault	Shovel Hill, NH	8-3-11
Leslyn	WARRICK	8-3-11



Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

July 16, 2011

	Name	Address	Date
AT HIKER	ERIC POPE	160 woodland Ave South Doru, MA	01772
AT HIKER	ELIZABETH KNIGHT	PO BOX 122 Seneca Rocks, WV	26884 7/16/11
AT HIKER	Daniel Smithson	200 Roundstone Pt., Louisville, KY	40223 7/18/11
	Pave for me	118 Gould Hill Rd Warren NH	03279 7/18/11
AT hiker	Elias Ingram	4051 Winchester Rd. Winston-Salem, NC	27106
AT HIKER	CRAIG DENNY	10033 So. York Wt Homosassa, FL	34448
AT Hiker	Eric Rothrock	2105 Weigstein Road, Boyertown, PA	
	Mike Archer	Box 722 Campton NH	03223
AT Hiker	Kristen Gregory	1393 Dorsey Hotel Rd, Grantsville MD	21536
AT HIKER	TIMOTHY DEMON	31 HOUSEMAN AVE CHATHAM NY	12037
AT HIKER	John Ashwood	16920 Halsey Ave, Carver, MN	55315 7-23-11
AT HIKER	CLAUDE HOUSE	3656 Vermilion Ct. N MN	55122 7-25-11
AT HIKER	Chuck Aldridge	PO BOX 1116 OLD FORT NC	28762 7-25-11
AT HIKER	Andrew Krueger	8687 N 62nd St Brown Deer WI	53223 7-25-11
AT HIKER	Emily Goldstein	10 Edward St, Sparkill, NY	10976
AT HIKER	SOL COOPERDOCK	360 CASTINE RD CASTINE, ME	04421
AT HIKER	JACOB LIECHTY	5036 W 36TH AVE DENVER CO	80212

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date
James Rickaway	513 Melanie Drive, Lebanon, TN	7/27/2011
Michael Smith	19710 Sage Tree Trail, Killebrew, TX	7/27/2011
MICHEL DAIGLE	1415 RT25 GLENCLIFF	7/27/11
Thomas Conly	159 Woodhewer Blvd. Winnipeg, MB	7/28/11
gipogirl	West Aust.	28/7/2011
Audrey W. LaBelle	Greenwill, NH	7-29-2011
Joe Joly	10379 White Rock Rd, Sacramento CA 95827	7/29/2011
John W. Wynn	20 Marguerite CT, Crossville TN 38558	7/29/2011
Darleen Ball	POBx 3 Glencliff, NH 03238	
Alexis McKenzie	110 Richards Ln DB FL 32118	
Amy Niemczura	56 School St Ellsworth, ME 04605	
Alex Litscher	24111 Stuart Ct Madison, WI	8/1/11
James T Robertson	8304 43rd Ave W Bradenton FL	8/1/11
Wagner D. Shindler	50 Boydad Road Durham N.H	8/1/11
PHIL GROUNDS	14420 UNION RD LAURELVILLE OH	8/3/11
Alan Snow	638 Clearwater Ct, Grand Junction, CO	8/3/11

Customers of the Glencliff, NH, Post Office  
 Glencliff Post Office Petition Signatories

Name	Address	Date	
Zoe Ball	Glencliff	6/17/11	
Michael Dex	Delmar, NY 12054	6/20/11	} AT Hikers
Candace Hassinger	Danville, PA 17821	6/20/11	
Joe MacDonald	Glencliff	6/20/11	
Eisgen H	Baitlen	Shipton	
Dorell J			
Sharon Bloom		6/21/2011	
Maria Hays	Norwich, NH	6/21/2011	
Ken SHERBURN	SALEM N.J. 08059	6-22-11	} AT Hiker
CARLE Johnson	ATHENS, GA	6/23/11	
Eric Harvey	Ashford, CT	6/24/11	
Tyler Armstrong	Lake Park, GA	6/24/11	AT Hikers
NICK McQUEARY	CINCINNATI, OH	6/24/11	Hiker
Jacob Northcutt	Windham, NH	6/28/11	
Shane Stone	Chattanooga, TN	6/30/11	} AT Hikers
Michelle Crites	Hindley, IL	June 30, 2011	

Customers of the Glencliff, NH, Post Office  
Glencliff Post Office Petition Signatories

Name Address Date

Name	Address	Date
Caitlin Miller	Walpole, NH	8/11/11
JEKI HAKER	ALBANY, N.Y.	8/12/2011
Rick Wallace	Bristol TN	8/12/2011
Steve Wallace	Bristol TN	8/12/11

A.T.

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Customers of the Glenclyff, NH, Post Office  
Glenclyff Post Office Petition Signatories

## Glenclyff Post Office Petition Signatories

Name

Address

Date \_\_\_\_\_

ZACHARY NEWHARD 1203 SULLIVAN TR. EASTON

8/12/11

1



08/15/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 08/15/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Jim McCartney".

JIM MCCARTNEY  
Post Office Review Coordinator  
151 FOREST AVE  
PORTLAND, ME 04101-9990

Date of Posting: 06/14/2011

Date of Removal: 08/15/2011



UNITED STATES POSTAL SERVICE



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

To the customers of the Glenciff Post Office:

The Postal Service is considering the close of the Glenciff Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/14/2011 through 08/15/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Glenciff Post Office and Warren Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JIM MCCARTNEY  
151 FOREST AVE  
PORTLAND, ME 04101-9990

For more information, you may call JIM MCCARTNEY at (207) 482-7168 or write to the above address.

Thank you for your assistance.

JOHN CANTWELL  
151 FOREST AVE  
PORTLAND, ME 04101-9990

DOCKET NO 1364927-03238  
ITEM NO 36  
PAGE 2

Date of Posting: 06/14/2011

Posting Round Date:



Date of Removal: 08/15/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364927 - 03238



Date of Posting: 06/14/2011

Date of Removal: 08/15/2011



**UNITED STATES POSTAL SERVICE**



**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Glendcliff Post Office:

The Postal Service is considering the close of the Glendcliff Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/14/2011 through 08/15/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Glendcliff Post Office and Warren Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JIM MCCARTNEY  
151 FOREST AVE  
PORTLAND, ME 04101-9990

For more information, you may call JIM MCCARTNEY at (207) 482-7168 or write to the above address.

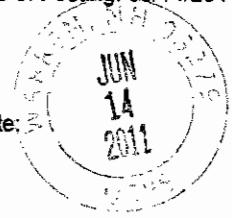
Thank you for your assistance.

JOHN CANTWELL  
151 FOREST AVE  
PORTLAND, ME 04101-9990

DOCKET NO 1364927-03238  
ITEM NO 36  
PAGE 4

Date of Posting: 06/14/2011

Posting Round Date:



Date of Removal: 08/15/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364927 - 03238

**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 08/15/2011

Postal Customers of the Glenduff Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Glenduff Post Office, which was posted 06/14/2011 through 08/15/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Glenduff Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in black ink, appearing to read "John R. Cantwell". The signature is written in a cursive, flowing style.

JOHN CANTWELL  
151 FOREST AVE  
PORTLAND, ME 04101-9990

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the GLENCLIFF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

*See Attached Sheet*

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

*Wait's Auto & Marine*  
*Wait & Cheryl Taskavitch*

Name of Postal Customer

*W. C. Taskavitch*

Signature of Postal Customer

*Box 45*

Mailing Address

*Glencliff NH 03238*

City, State, and ZIP Code

*6-20-11*

Date

Optional Comment Form

1. Effect on Your Postal Services: We are in favor of having rural route delivery service. Being business owners we run into numerous problems having to have a post office box and a physical street address. Some of the companies we have dealt with require us to indicate the address which is on our credit card billing which we have to indicate our PO box and then we don't get the delivery because they ship either UPS or FedEx and giving them our physical street doesn't show up because they have to go by our legal postal address and our physical address comes up invalid with the postal service, therefore our items do not get shipped.  
Also, we know some residents do not care for this change because they live right there by the post office and they walk there however although we may live approx 1/2 mile away, we cannot walk there as we receive packages for our business, some heavy in weight and not convenient to walk and carry packages. We also have had rural delivery most of our lives where we lived before and use to that service. Due to the business, we must pick up our mail almost everyday and having to go out in winter is really inconvenient. We currently purchase our postal needs online such as stamps, we print up our shipping labels online and we also frequently mail packages out for the business and would be more convenient to have them picked up at our business rather taking the time to travel to the post office.
2. Effect on your Community: we believe rural delivery would be more convenient for the elderly or the handicapped who have a hard time getting to the post office to get their mail, especially in winter, and also people who work out of the area and cannot make it there during business hours there mail would be at their home waiting. We do not believe by closing this office it would have a negative effect on this community. . We find this office to be more of a social gathering place and find the postal employee has very little work to do, therefore closing this office does not appear to be a major negative effect as they can meet at one another's homes to be social. I do not find a hardship for the hikers either as they can still receive/send their mail at the Hikers Welcome, Glencliff has no other business accessible to them and they usually go to Warren anyway for the store/restaurants.
3. We feel right now we have no choices as to whether we would like home delivery where as if the Glencliff office were to close the residents who like to go to the PO could still have that choice a few miles down the road and the residents who would like home delivery could choose that. Our only concern is to be where the boxes will be located. Being a business and mailing/receiving packages and having to have a box located at the end of our road on a major route would cause a hardship. Our road meets your qualifications although it is a dead end road we have spoken to the towns road agent and he maintains our road and makes a large enough turn around at the end so can turn the town trucks around without having to use or back in a private driveway so we feel there would be no hardship for the rural carrier to enter our road for delivery

1c



06/30/2011

WALT & CHERYL PASKAVITCH

PO BOX 45  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Glenduff Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.  
If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the GLENCLIFF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
*I foresee NO favorable effects on my postal services. From what I understand I will have to travel to the Warren P.O. each time I receive a package too large to fit in my mailbox.  
Will my mail be available to me at 8:30 am? Probably not.  
You have not been honest with many of the postal customers who live on Dead End roads (of which there are 3 in town) There are almost a dozen families who believe you are going to deliver to them when in fact it won't happen. I don't believe you were honest with us, just telling us bare minimum of the real facts.*
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.  
*The closing of our post office will devastate our community. Your proposal to have us meet at a Hall, Church or home is a preposterous suggestion!  
Since receiving the Proposal to Close the Glencliff P.O., I have personally talked to 18 A-T hikers AT the post office. Every single one of them was stunned and disappointed that this important post office is facing closure.*
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.  
*The fact that the people of the United States of America will be saving \$27,000 per year (if indeed that is the correct amount) is a drop in a bucket.  
How much money did the USPS spend to get everyone to the meeting we had in Warren to discuss the closure?  
Why don't you stop picking on the little guys and look at the top of the ladder!*

Nancy Foote  
Name of Postal Customer

Nancy Foote  
Signature of Postal Customer

P.O. Box 4  
Mailing Address

Glencliff NH 03238  
City, State, and ZIP Code

June 23, 2011  
Date

26



07/21/2011

NANCY FOOTE

PO BOX 4  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Glendcliff Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ¼ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.  
If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh St Pierre-Tribuno".

Leigh St Pierre-Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the  
GLENCLIFF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would not like having my mail in a road side box on a busy highway in all kinds of weather as opposed to having it secure in a box in the post office. If I am out of town for a few days (which I frequently am) my mail is secure at the Post Office.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Closing the Post Office would have a very negative effect on our Village as we would lose our daily meeting place.

Closing the Post office would be very inconvenient for all the people using the Appalachian trail, as here is where they change to above tree line gear and are only 1/4 mile from the trail.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Closing the Glencliff Post Office is not the answer to the U.S.P.S. money problems.

I believe the time and money spent on this proposal could be spent in areas →  
(On Back)

Charles Foote

Name of Postal Customer

Charles Foote

Signature of Postal Customer

P.O. Box 4

Mailing Address

Glencliff NH 03338

City, State, and ZIP Code

6-22-11

Date

3b



07/21/2011

CHARLES FOOTE  
PO BOX 4  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Glendcliff Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Warren Post Office or another location that is more convenient.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.  
If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh St Pierre-Tribuno".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the GLENCLIFF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

An unfavorable effect is the additional cost of \$1.00 per order for stamps by mail. None of your responses to questions about this topic disclosed the fact that there is a \$1.00 charge for each order regardless of quantity. This lack of disclosure is also a negative action when ordered online.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The community is geographically and culturally separated from Warren Village. About the only thing Glencliff and Warren Village have in common is payment of real estate taxes. Apart from the Glencliff Post Office, there is no other location where the informal, daily gatherings and posting of information is available.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Several of your responses cited the effect of increased gas prices. Because the users of the Glencliff P.O. must use their own gasoline to go get their mail, you need to consider that you have a savings because no mail carrier costs would be incurred by keeping the P.O. open.

Name of Postal Customer

Beverly Wright

Signature of Postal Customer

Beverly Wright

Mailing Address

P.O. Box 52

City, State, and ZIP Code

Glencliff, NH 03238

Date

6/15/11



07/21/2011

BEVERLY WRIGHT  
PO BOX 52  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Glenduff Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You are concerned about the one dollar fee charged for stamps ordered on line. Stamps ordered online are assessed a one dollar fee whether 1 book or multiple books are ordered. You also can choose from various designs. Stamps by mail or from your carrier carry no extra fee.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Glenduff, NH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Warren Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on May 02, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate means.

The Glenduff Post Office, an EAS-53 level, provides service from 07:00 to 10:00 and 14:00 to 17:00 Monday - Friday, 07:00 to 13:00 Saturday and lobby hours of 07:00 to 10:00 and 14:00 to 17:00 on Monday - Friday and 07:00 to 13:00 on Saturday to 52 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 12 transaction(s) accounting for 15 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$11,875 (31 revenue units) in FY 2008; \$13,322 (35 revenue units) in FY 2009; and \$11,342 (30 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 24, 2011, representatives from the Postal Service were available at the Warren Town Hall to answer questions and provide information to customers. 21 customer(s) attended the meeting.

On April 26, 2011, 55 questionnaires were distributed to delivery customers of the Glenduff Post Office. Questionnaires were also available over the counter for retail customers at the Glenduff Post Office. 31 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 7 favorable, 16 unfavorable, and 8 expressed no opinion.

A petition supporting the retention of the Glenduff Post Office was received on May 20, 2011, with 9 signatures. If this proposal is implemented, delivery and retail services will be provided by the Warren Post Office, an EAS-13 level office. Window service hours at the Warren Post Office are from 07:30 to 13:00 and 14:30 to 17:00, Monday through Friday, and 07:30 to 12:00 on Saturday. There are 83 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about HIKERS

**Response:** Thank you for your questionnaire in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenduff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.
2. **Concern:** Customer expressed a concern about service to hikers on the Appalachian Trail.

**Response:** Thank you for your email in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenduff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.

where real saving could be found through out the department such as salaries, benefits, and even closing all post offices on saturday.

If this proposal is the answer to the U S PS's money losses, we should be making major changes in the administration of this department to bring income in line with expenses.

I look at this proposal like a doctor putting a band aid on a scratch while his patient bleeds to death.

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the GLENCLIFF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

THE PROPOSED CLOSING OF OUR POST OFFICE AND SUBSTITUTION WITH RURAL ROUTE CARRIER SERVICE IS UNACCEPTABLE. IT IS CLEARLY NOT WHAT CONGRESS HAD IN MIND WHEN IT REQUIRED THE POSTAL SERVICE TO PROVIDE "A MAXIMUM DEGREE OF EFFECTIVE AND REGULAR MAIL SERVICE TO RURAL AREAS, COMMUNITIES AND SMALL TOWNS".

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

THE POST OFFICE IN GLENCLIFF IS THE CENTER OF OUR COMMUNITY. WE ARE TEN MILES (ROUND TRIP) DISTANT FROM THE TOWN (WARREN) TO WHICH WE PAY TAXES. WE HAVE OUR OWN COMMUNITY BUILDING (THE WILLING WORKERS HALL). WE HAVE A STATE CERTIFIED COMMUNITY WATER SYSTEM. WE HAD OUR OWN SCHOOL WHICH IS NOW THE GLENCLIFF CHAPEL. WE ARE FEATURED ON EVERY ROAD MAP AND ATLAS OF NH. WE ARE A DESTINATION RELIED ON BY THOUSANDS OF PAST, PRESENT AND FUTURE TRAIL HIKERS.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

U.S. CONGRESSMAN CHARLES BASS IS VIGOROUSLY OPPOSED TO THE CLOSING OF OUR POST OFFICE. NH GOVERNOR'S COUNCILOR, RAYMOND BURTON IS VIGOROUSLY OPPOSED TO THE CLOSING OF OUR POST OFFICE. THE GRAFTON COUNTY NH COUNTY COMMISSION IS VIGOROUSLY OPPOSED TO THE CLOSING OF OUR POST OFFICE. OTHER OPONENTS INCLUDE THE APPALACHIAN TRAIL CONSERVACY, THE DARTMOUTH OUTING CLUB, THE APPALACHIAN MOUNTAIN CLUB, THE WARREN NH SELECTMEN AND THE GLENCLIFF HOME.

Name of Postal Customer

ERIC JONES

Signature of Postal Customer

E. Jones

Mailing Address

1416 NH ROUTE #25, GLENCLIFF NH

City, State, and ZIP Code

03238

Date

30 JUNE, 2011

DO NOT CLOSE THE GLENCLIFF POST OFFICE!



07/21/2011

ERIC JONES

PO BOX 64  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Glenduff Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the  
GLENCLIFF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The discontinuance of the  
Glenclyff post Office would greatly alter the  
efficient mode of business by those of us who  
have need of the services it now provides. For example,  
sending registered letters and mailing packages would be a

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The Post Office in our village of Glenclyff  
has long been a neighborhood gathering  
spot for exchange of news pertaining to the  
needs of families in the area. It has long been  
the "spot" where people meet and it gives our  
community a cohesiveness.

10 mile  
Round  
trip  
task.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

In America where we Americans have scattered like  
tumbleweeds, The United States Post Office and/or  
Service has been the instrument, the two way  
exchange, that holds us together. Let's not go there ok.  
I say - "Long Live The United States Postal System!"

Margaret Jane Jones

Name of Postal Customer

Margaret Jane Jones

Signature of Postal Customer

Box 64

Mailing Address

Glenclyff, NH 03238

City, State, and ZIP Code

July 1, 2011

Date



07/21/2011

MARGARET JANE JONES

PO BOX 64  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Glenduff Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the community Willing Workers Hall, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the GLENCLIFF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The discontinuance of the Glenduff post office would have the following dislikeable and unfavorable effects on the community:

- loss of community gathering place
- serious detrimental effect on hiker resupply point
- People in town will not be able to pick up mail every day = loss of regularity

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

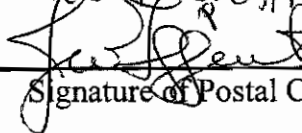
- Complete loss of community in town
- Change in habits of residents - the people of Glenduff will abandon USPS services if USPS abandons them. (e.g., using email and UPS/FedEx).
- Extreme inconvenience to AT Hikers and AT-related businesses

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If the post office closes, town folks will no longer use postal services located in Warren. UPS and FedEx usage as well as email and online services will increase, thereby negatively affecting the USPS bottom line. If the post office leaves, Glenduff residents will leave the office.

Jean Taggart

Name of Postal Customer



Signature of Postal Customer

14 Main Street, Apt. F

Mailing Address

Brookline  
Glenduff, NH 03033

City, State, and ZIP Code

7/10/2011

Date



07/21/2011

JEAN TAGGART  
14 MAIN ST APT F  
BROOKLINE, NH 03033

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Glenclyff Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may meet informally, socialize, and share information at the community Willing Workers Hall, churches and residences in town.
- You expressed a concern for hiker resupply access. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenclyff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.
- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the GLENCLIFF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This is a very important mail drop for  
AT hikers, being the last Post Office  
before the White Mountains.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Matthew Schulman

Matthew Schulman

Name of Postal Customer

Signature of Postal Customer

641 Maple Hill Drive

Mailing Address

Blue Bell, PA 19422

7/12/11

City, State, and ZIP Code

Date

AT HIKER



07/21/2011

MATTHEW SCHULMAN

641 MAPLE HILL DR  
BLUE BELL, PA 19422

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Glenclyff Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern for hiker resupply before the White Mountains. According to Whiteblaze.net, the Glenclyff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail. The Warren Post Office, while not as close to the trail as Glenclyff, is listed on Whiteblaze.net as being on the trail at 4.0 miles east of the trail.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in black ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the  
GLENCLIFF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

After many letters, petitions and a public meeting to cover these issues, it is obvious that the bureaucratic powers that be are only going through the motion of listening, but aren't hearing as your mind is already made up. So what is the point of

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

rehashing all negative effects again. you obviously don't care.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

MARSHA L. Downs

Name of Postal Customer

Marsha L. Downs

Signature of Postal Customer

PO Box 71

Mailing Address

Glencliff, NH 03238

City, State, and ZIP Code

7-23-11

Date



07/25/2011

MARSHA L DOWNS  
PO BOX 71  
GLENCLIFF, NH 03238

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Glencliff Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- The Postal Service is very interested in the service needs of the community and customer feedback is crucial to the decision making process.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Jim McCartney at (207) 482-7168.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leigh St Pierre".

Leigh St Pierre- Tribuno  
Manager, Post Office Operations  
151 FOREST AVE  
PORTLAND, ME, 04101-9990





# GRAFTON COUNTY COMMISSIONERS

603-787-6941  
603-787-2656 Fax

3855 Dartmouth College Highway Box 1  
North Haverhill, NH 03774  
cmsroffice@co.grafton.nh.us

DOCKET NO 1364929-03238  
ITEM NO 38B  
PAGE 1

United States Post Office  
Northern New England District  
151 Forest Ave.  
Portland, ME 04101-9990  
Jim McCartney  
Post Office Review Coordinator

June 21, 2011

Dear Mr. McCartney

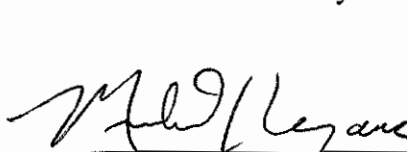
This letter is being sent to notify you that the Grafton County Board of Commissioners strongly opposes the closing of the Glencliff Post Office in Glencliff, New Hampshire. This small rural Post Office serves not only box holders in this community, but also approximately 200 New Hampshire State Glencliff Home employees and 116 Glencliff Home residents, make use of this Post Office.


Appalachian Mountain Club members, hikers and other guests to the area make the most of this Post Office for the pick up and mailing of: correspondence, hiking equipment and various other supplies along the Appalachian Trail system which is a huge benefit to them. It supports their ability to be in touch with friends and family along their long hike.

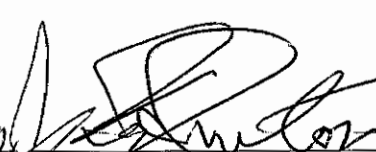
We request that in an effort to keep the valued services to the residents and passersby in this area, you keep the Glencliff Post Office open. In addition we ask that you keep us informed of the process and decisions made, so that we may continue to give support to the retention of this Post Office for this region.

Sincerely yours,

The Grafton County Commissioners

  
Michael J. Cryans  
Chairman

  
Omer C. Ahern Jr.  
Vice-Chairman

  
Raymond S. Burton  
Clerk



## COMMISSIONERS

Michael J. Cryans \* P.O. Box 999 \* Hanover, NH 03755 \* 603-448-4351  
Omer C. Ahern Jr. \* 97 Cummings Hill Road \* Plymouth, NH 03264 \* 603-536-2224  
Raymond S. Burton \* 338 River Road \* Bath, NH 03740 \* 603-747-3662



June 30, 2011

Grafton County Commissioners  
3855 Dartmouth College Highway Box 1  
North Haverhill NH 03774-4921

Dear Commissioners,

Thank you for contacting the United States Postal Service with your concerns regarding the discontinuance study at the Glenclyff NH Post Office.

The Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact.

Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible. However, we are committed to providing excellent service to all of our customers, and regardless of cost saving measures, that will not change.

If a proposal to close a Post Office or station is warranted, the proposal is posted publicly for 60 days for comment. Comments received are reviewed by the Postal Service and the proposal is either revised for an alternative or deemed warranted. If deemed warranted and approved by the Northern New England District Manager, the proposal is sent to U.S.P.S. Headquarters officials for a decision. Only U.S.P.S. Headquarters can approve the closing of an office. If approved by U.S.P.S. Headquarters, the final decision is posted and affected customers have 30 days from the date of posting to appeal the decision to the Postal Regulatory Commission.

Thank you for taking the time to share your concerns and request consideration for the continuation of the Glenclyff NH Post Office. All customer feedback will be given consideration before a final decision is made.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim McCartney".

Jim McCartney  
Post Office Review Coordinator  
Northern New England District



DOCKET NO 1364929-03238  
ITEM NO 38B  
PAGE 3

## Appalachian Mountain Club

June 9, 2011

Mr. Jim McCartney  
Post Office Review Coordinator  
151 Forest Avenue  
Portland, Maine, 04101-7030

Dear Mr. McCartney,

On behalf of the Appalachian Mountain Club, I am writing to extend our opposition to the closing of the United States Post office located in Glencliff, NH.

The Appalachian Mountain Club is the oldest conservation and recreation organization in the country, with close to 90,000 members from Maine to Maryland. AMC has been active in the north country of New Hampshire for most of our 132 years as an organization, mapping and maintaining hiking trails, offering hospitality through our lodges and mountain huts, providing environmental education programs for school children, outdoor leadership training, information and safety services, and generally participating in the tourism economy of the region.

The Glencliff Post Office is used as a critical supply route for the Appalachian Trail thru and section hikers who rely on having their food and other supplies available to them. By closing the post office, hundreds, if not thousands of hikers of the Appalachian national Scenic Trail would not have the ability to resupply thus hindering thru-hiking this historic trail.

If further data is required to advocate for the post office remaining open please contact me at 603-466-8124.

Sincerely,

Andrew Norkin  
Director of Trails and Recreation Management

Cc: Board of Selectman Warren, NH



June 30, 2011

Andrew Norkin  
PO Box 298  
Gorham NH 03581-0298

Dear Mr. Norkin,

Thank you for contacting the United States Postal Service with your concerns regarding the discontinuance study at the Glencliff NH Post Office.

The Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact.

Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible. However, we are committed to providing excellent service to all of our customers, and regardless of cost saving measures, that will not change.

If a proposal to close a Post Office or station is warranted, the proposal is posted publicly for 60 days for comment. Comments received are reviewed by the Postal Service and the proposal is either revised for an alternative or deemed warranted. If deemed warranted and approved by the Northern New England District Manager, the proposal is sent to U.S.P.S. Headquarters officials for a decision. Only U.S.P.S. Headquarters can approve the closing of an office. If approved by U.S.P.S. Headquarters, the final decision is posted and affected customers have 30 days from the date of posting to appeal the decision to the Postal Regulatory Commission.

Thank you for taking the time to share your concerns and request consideration for the continuation of the Glencliff NH Post Office. All customer feedback will be given consideration before a final decision is made.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim McCartney".

Jim McCartney  
Post Office Review Coordinator  
Northern New England District



APPALACHIAN TRAIL through-hikers Brian "Captain" Webb of Pittsburgh, Bill "Seven Year Itch" Ryan of Loma Colquhoun Photo and Suzanne "Veto" Halligan of Toronto

# Mail Cails

# along the TRAIL

■ Rural post offices form a lifeline for through-hikers on the Appalachian Trail.

By LORNA COLQUHOUN  
Sunday News Correspondent

**WARREN** — With much of the trail and most of the summer behind them, the Appalachian Trail hikers resting their weary feet at the Glenclyff post office Friday awaited its opening with all the anticipation of a 5-year-old on Christmas morning.

Post offices along the 2,010-mile trail are lifelines to those who hike it from Stone Mountain in Georgia to the peak of Mount Katahdin in Maine. Within the packages three of the hikers were awaiting at Glenclyff was their next supply of food to fuel their bodies, and letters from home to fuel their soul.

Philip Belyea, the Glenclyff postmaster for 24 years, unlocks the door at precisely 2 p.m. Suzanne "Veto" Halligan, Deborah "Jersey Girl" Puffer and Bill "Seven Year Itch" Ryan follow him inside, having been waiting patiently for two hours outside, exchanging stories of the trail and plotting out the next phase of their journey. From a pile of more than 50

in the little office, Belyea plucks their booty and they return outside.  
"I can't remember what I packed," says Ryan, who hails from Colorado Springs.

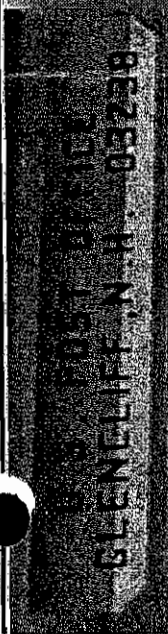
**The postmasters at Hanover, Glenclyff, North Woodstock and Gorham have been piling up and doling out packages to AT through-hikers since late May.**

They read cards and letters first, before they delve further into the boxes. Then out comes the stuff they expected — Ramen noodles (lots of them) — and the unexpected — chocolate cookies and money.

Belyea, like his colleagues in Hanover, North Woodstock and Gorham, have been piling up and doling out packages to AT hikers since the end of May. By

DOCKET NO 1364927-03258  
ITEM NO 386





## An oasis in the White Mountains

By Peter Kimball

GLENCLIFF Phil Belyea has been Postmaster at Glencliff's Village Post Office for 35 years. He operates the USPS office out of a section of his home. The Glencliff Post Office has no rural routes and 76 post office boxes, which includes the Glencliff Home. As the village has no store or gas station, the post office is an important part of life in the small village in the town of Warren.

Dave McNeill of Las Vegas, NV started his first hike of the AT on April 16, 2008 at Springer Mountain, Georgia. He expects to finish at the northern end of the Appalachian Trail on Mt. Katahdin (ME) 5,267 ft. high in mid-September.

For those hiking the AT north-bound, Springer Mountain Georgia to Glencliff 1777 miles, McKatahdin Maine 398 miles, Appalachian Trail 762 total miles. On average 3000 start hiking each year and about 10,000 finish the entire length. Most hikers travel from south to North.

From mid-May through mid-September the Glencliff Post Office is also an important part of life for through-hikers on the Appalachian Trail (AT), which passes through the village about 1/4 mile west of the Post Office. As one of the few US Post Offices near the trail the Glencliff PO is a major resupply point for many AT hikers. Ben Perrett lives in Geelong, Australia, a city near Melbourne. He came to America to begin his

him is that US and Australia cultures are so similar, yet different. The differences however, are easy for him to



Glencliff Postmaster Phil Belyea (Left) greets Ben Perrett, (Right) of Geelong Australia and Dave McNeill of Las Vegas, Nevada, both hiking north-bound on the Appalachian Trail through Glencliff. The Glencliff PO is a major resupply point for many through hikers. Belyea, who has been the postmaster for 35 years keeps a record of all hikers who stop

understand, he says. "The AT through NH and ME is the hardest section to hike on the whole trail," Perrett says. "Many days he hikes 10 to 12 hours. I am in the best shape ever," he says, "but I am mentally tired. I want to do anything else but hike. I wonder some days if I can keep going. But I am looking forward to all the wonderful views in the White Mountains," he says.

One year he received a call from a family who wanted to report a death of a parent to a hiker. Belyea checked his records of the AT hikers list and figured out where the hiker might be and drove to a spot near the trail to help the family bring word to the hiker.

From the beginning of the AT at Springer Mountain, Georgia to Glencliff is 1777 miles and from Glencliff to the end at Mt. Katahdin, Maine is 398.5 miles. Belyea says Mount Moosilauke is the first mountain above tree line on the trail from the beginning in Georgia, so the last 400 miles or so are

the hardest for north-bound hikers. The weather also begins to be a factor in the second week of September. The weather conditions in the White Mountains and in Maine start to deteriorate and the hikers feel the hurry to finish the hike before the trail in Maine to Mt. Katahdin is closed due to winter like conditions.

Like the saying goes, "In good weather and bad, the mail always gets through..." at the Glencliff Post Office.

BOOK REVIEW

38

If this is where it starts - where does it stop?

DOCKET NO

ITEM NO

PAGE

38B

7

rec. 6/30/14

90210 means no more to the superstars whose careers it jettisoned than 03238 does to the residents of Glencliff, New Hampshire. I would argue that our post office is, not only the heart of this community, but its very identity.

Our post office is the one enduring thing that allows us to hold onto the remnants of a once-thriving, mini, industrial metropolis. The trains have gone, the school and businesses followed in the fading steam of the last train but we are still knit together by the foundation our post office provides.

Tourists, New Hampshire's life blood, come here from all over the globe searching for the charm and camaraderie of small New England villages. They spend countless dollars purchasing postcards with pictures of tiny hamlets, portraying with nostalgic undertones, life in a small village, held together by a shared history and the stability of its, ever-present, village post office.

Webster defines stability as, among other things - "resistance to sudden change, dislodgement or overthrow" and "a constancy of character or purpose." Nothing says those things about Glencliff, New Hampshire as clearly as our post office.

The coffee table books of those who are beginning to realize what we've lost in our rush to a glorious future, are filled with images of old general stores, back road gas stations and miniature post offices, some tucked into shops, at the back of hardware stores and front porches of old, fading Victorian houses, a few still standing sentinel on open lots. No matter where the post office is positioned, it is always the center of its town, the heart of its community. It is the same for Glencliff, New Hampshire.

I was not able to attend the meeting whereat the pros and cons of closing our post office were discussed. I did sign a petition supporting the retention of the Glencliff post office, though I seem to remember more signatures on it than the one turned in on May 20 with 9 names attached.

I must add, I found it interesting that, though the residents of Glencliff have been encouraged to continue to meet and socialize in the church building or the Willing Workers Hall - if the post office is closed - this meeting, so important to every single person in Glencliff, actually took place in Warren.

I am writing in response to having read through the paperwork - Docket Number 1364927-03238.

I will attempt to address each, or most, of the concerns expressed and will add some of my own concerns that did not come up at the meeting on May 24, 2011. Since there are so many directions the expressed concerns went, I will address them according to their numbered responses in the aforementioned docket.

Bullet number 1 and several others, voiced concerns from the hikers on the Appalachian Trail. I am no expert on the trail and its pitfalls and perils but - having sold ice cold soda, bottled water and iced tea from a cooler on our front porch for many years - I do know that Glencliff is situated at a point on the trail at which everything you knew about it changes and it begins to fight back, for that you must chuck the warm, comfortable-weather gear and pick up the rugged stuff for the more demanding trek over the Whites.

The extra, nearly 5, miles to Warren for supplies may not seem like much to those hardy souls who were at the meeting on May 24 but, I can tell you, I have been embraced by hikers, men and women alike who were so grateful not to have to take another step, I can only imagine what lies farther up the AT.

As for bullet number 13. Please, the claim that carrier service would provide me with 24 hour access to the mail is ludicrous at best. I should like someone, anyone, to explain to me how having a carrier gives me 24 hour access to my mail - that statement is so asinine, it is insulting even to see it in print.

And, while I'm annoyed, item number 5 under the heading "Some advantages to the proposal are:" I have a box now - which I do not pay for, are you really suggesting that you're doing me a favor by closing our post office in order to save me the expense of a box? A box, according to bullet number 10, I can retain in Warren, but does not add that I would also then have the pleasure of paying for it.

Under part II EFFECT ON COMMUNITY, item numbers 1 and 3 we are assured we may still be able to gather informally, socialize and share information at a church, hall, or residences in town - and yet, as mentioned before, you did not see fit to schedule the meeting about OUR post office, in one of OUR gathering places.

The truth about our gathering places is, first there must be a decision as to when to meet and where. Then there is the issue of who will take the time to go, hours ahead of the rest of us, to start a fire or open the windows and hit the lights.

The meetings at the post office are by chance and by choice. In effect closing our post office is the same as burning down the only store in town. It's the place where politicians are sized-up and skewered or canonized. All the important weather forecasts are shared and compared. Anything of import, to whichever residents happen to pick up their mail at the same time, is passed on and often acted on before the echoes of their voices disappear on the breeze.

I have been in conversation with the postmaster about having brought my husband home from the hospital and being so socked in by new-fallen snow, I was fearful of my ability to get my husband back to the hospital if he took a turn for the worse before I got my driveway shoveled, only to get home to find one of the guys who overheard the conversation, dropped his plow and cleared it for me before I'd even left the post office. Had we not been there at the same time, I might very well still be shoveling.



Several concerns over shut-ins receiving their medications before they freeze, melt or overheat, awaiting delivery from their mail box to their doors, need careful consideration. No matter what decision is made in that regard, it will be difficult, if not impossible to convince me that a carrier's part in all these transactions will be more cost-effective than what we already have in place.

Many of my questions are wrapped around figuring out just how the numbers were crunched in order to conclude closing our post office is a better choice than our status quo. For instance, why in your final tally of savings to the USPS, the \$11,342.00 in revenue for 2011 was not subtracted from the Total Annual Savings? I am not a math wizard either but, even I can see, that you must subtract what came in from the final figure if you want to get anywhere close to a realistic Total Annual Savings.

Wouldn't that make the Total Annual Savings, at least from these preliminary numbers \$15,829.00? How can a figure so insignificant – that is, in the vast machinery of the USPS, be enough to not only close our post office but also create untold monetary burdens for the residents affected?

The cost of hiring a carrier for this new route has not been subtracted from the grand total either, nor has any consideration of gas, repair costs or depreciation of his or her vehicle. They must be paid and it is a brand new route, which also has to be factored into the final figure.

The bookkeeping so far leaves much in question. Nothing has been said about how the overload will affect the Warren postal employees. Will closing the Glencliff post office mean they must assume the added burden of Glencliff patrons who want to open a PO Box, without any adjustment in their pay or the Warren post office's hours of operation? What will that do to the grand Total Annual Savings?

Will the added load of extra box holders, the added holiday shipments and the necessary space and manpower to handle all of the extra AT packages cost more than it does now? Will the USPS come back next year or the one following to tell us we must pay to expand the Warren PO because they've run out of room? How do these answers affect the Total Annual Savings for the USPS?

As for the \$8,000,000.00 alluded to in bullet number 8, how was that figure arrived at? Was it figured per day, per week, month, per annum? What? The figure was just thrown out at random and frankly means nothing on it's own. What kind of bookkeeper could get away with just throwing numbers around like that? The IRS would be focused on that sort of bookkeeping with the precision of a laser.

If the USPS expects the residents of Glencliff to believe this is the most cost effective measure the USPS can come up with, I think it only fair that they produce believable accounts that can be compared to the current expense of keeping the Glencliff post office open for business. If the figures are so obscure as to baffle even the slowest resident in town – namely me – how do they expect to prove to us this is, in fact, the best and only solution? They can't even add the numbers up, or maybe I should say, they just seem to be juggling figures, perhaps hoping we will all grow tired of the argument. For the residents of Glencliff, the stakes are too high to grow tired of the argument.

Bullet number 8 also raised the question, how can having a carrier drive to each household in the confines of the village cost less than the current, contracted delivery driver making a single stop at the post office most of the village can, and does walk to?

The environmental impact of not, just the carrier, but also every other person who lives too far from the post office to walk, driving to pick up their mail, would be monstrous. Add to that the impact of those of us who chose a Warren PO Box driving all the way to the Warren PO for our mail and it is even greater, not to mention that in it's effort to cut its gas expenditure by closing our post office, it creates a brand new gas expenditure for those of us who always walk over and pick up our mail.

Many of Glencliff's residents are older Americans and many are on fixed ( and I don't mean juggled to make them work ) incomes. Paying to install the handy-dandy, long, swinging horizontal pole for the newly necessary mail box- bullet number 14 - is not only an unexpected expense but creates another if the snow plow takes it out, no matter the residents hopes. Who pays for that?

Bullet number 19 talks about the postal carrier's requirement of "providing a vehicle of adequate size, equipped with necessary equipment ( chains or snow tires, warning lights or signs, etc.)to serve the route safely and efficiently and in accordance with federal, state and local motor vehicle laws and regulations. Does the USPS not have any financial obligation to the new carrier for any of that? Why is it not factored into the cost of the new operation?

Bullet number 20 simply states – "Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings." BUT they don't tell us how, they can't even wrestle their own figures into submission and they answered the concern in such a condescending way as to make me grit my teeth. We are not imbeciles in Glencliff and there are a number of bookkeepers and mathematicians who, I am sure find these figures, just as abstract as I do.

Bullet number 22 addresses the issue of the poor saps who happen to live on a road not fitting into the strict parameters of the USPS guidelines for safe deliveries, which means of course they have two choices, well three, actually – they can move, they can spend the enormous amount of money it would take to bring their road up to USPS delivery specs or they can buy a box in the Warren post office.

One of the problems the residents of Glencliff would have thrust upon them if USPS closes our post office is that of printing costs. The USPS should know all about the expense of printing, they do enough of it.

If the Glencliff post office is closed every single person in town would be faced with the cost of reprinting, every business card, invoice, price sheet, receipt, sign, deposit slip and check, to reflect their new address. Closing the Glencliff post office would necessitate reworking contact info on web sites and emails, virtually any correspondence of any kind would have to be changed and I am certain the United States Postal Service is not going to be picking up the tab for us.

When the Postal Service decides to make a change in a town like Glencliff, the needs, the hardships and the cost to the customer must hold as much importance in the final decision as any other consideration. We are the reason you have jobs, try not to forget that, 03238 should be as important as 90210.

The United States Postal Service is not now, nor ever has been, in the business of heart transplants, once they have cracked open our ribcage and removed the heart that makes the village of Glencliff tick, there will be no going back.

Sincerely,

Maggie Anderson

June 16, 2011



July 25, 2011

Maggie Anderson  
P.O. Box 37  
Glenclyff NH 03238-0037

Dear Ms. Anderson:

Thank you for contacting the United States Postal Service with your concerns regarding the discontinuance study at the Glenclyff NH Post Office.

The Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible. We are committed to providing excellent service to all of our customers, and regardless of cost saving measures, that will not change.

I recognize your interest in ensuring that you have convenient access to essential postal services. You may be interested to know that the Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online through our Web site at [www.usps.com](http://www.usps.com), by phone at 1-800-STAMP24, or by mail. Our Click-N-Ship service on [www.usps.com](http://www.usps.com) enables customers to print shipping labels with discounted postage for Express Mail and Priority Mail and request items be picked up via our Carrier Pickup program. Customers can also place their mail on hold, file a change-of-address order, or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or visiting [www.usps.com](http://www.usps.com).

Thank you for taking the time to share your concerns and request consideration for the continuation of the Glenclyff NH Post Office. All customer feedback will be given consideration before a final decision is made.

Sincerely,

A handwritten signature in cursive script that reads "Kathy Rokowski".

Kathy Rokowski  
Manager Consumer & Industry Contact  
Northern New England District



A. Office

Name: GLENCLIFF State: NH Zip Code: 03238  
Area: NORTHEAST District: NORTHERN NEW ENGLAND PFC  
Congressional District: 2 County: GRAFTON  
EAS Grade: 53 Finance Number: 323210  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Jim McCartney  
Title: NORTHERN NEW ENGLAND PFC Post Office Review Coordinator  
Tele No: (207) 482-7168

Date: 08/29/2011  
Fax No: (207) 482-7266

## Analysis of 60-Day Posting Comments

### Number of comments returned

Total questionnaires distributed	9
Favorable comments	1
Unfavorable comments	8
No opinion expressed	0
Total comments returned	9

### Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):  
No Concern  
Response:
2. Concern (UnFavorable):  
Customer concerned about one dollar fee charged for stamps ordered on line.  
Response:  
You are concerned about the one dollar fee charged for stamps ordered on line. Stamps ordered online are assessed a one dollar fee whether 1 book or multiple books are ordered. You also can choose from various designs. Stamps by mail or from your carrier carry no extra fee.
3. Concern (UnFavorable):  
Customer expressed a concern about package delivery and pickup.  
Response:  
Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
4. Concern (UnFavorable):  
Customer expressed concern for hikers.  
Response:  
You expressed a concern for hiker resupply access. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenduff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.
5. Concern (UnFavorable):  
Customer expressed concern for hikers.  
Response:  
You expressed a concern for hiker resupply before the White Mountains. According to Whiteblaze.net the Glenduff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail. The Warren Post Office, while not as close to the trail as Glenduff is listed on Whiteblaze.net as being on the trail at 4.0 miles east of the trail.
6. Concern (UnFavorable):  
Customer was concerned that the Postal Service was not hearing their concerns.  
Response:  
The Postal Service is very interested in the service needs of the community and customer feedback is crucial to the decision making process.
7. Concern (UnFavorable):  
Customers expressed concern about having to erect a rural mailbox.  
Response:  
Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Warren Post Office or another location that is more convenient.
8. Concern (UnFavorable):  
Customers expressed concern over the dependability of rural route service.  
Response:  
Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.
9. Concern (UnFavorable):  
Customers suggested cutting management positions from the top down instead of taking services away from customers.  
Response:  
The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
10. Concern (UnFavorable):  
Customers were concerned about obtaining services from the carrier.  
Response:  
The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

### Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (Favorable):  
Customers questioned the economic savings of the proposed discontinuance.  
Response:  
Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
2. Concern (UnFavorable):  
Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

3. Concern (Unfavorable):  
Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the community Willing Workers Hall, churches and residences in town.

4. Concern (Unfavorable):  
Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

5. Concern (Unfavorable):  
Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may meet informally, socialize, and share information at the community Willing Workers Hall, churches and residences in town.

Date of Posting: 06/14/2011

Posting Round Date:

Date of Removal: 08/15/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE  
(REVISED)

DOCKET NUMBER 1364927 - 03238



## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Glenduff, NH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Warren Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on May 02, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate means.

The Glenduff Post Office, an EAS-53 level, provides service from 07:00 to 10:00 and 14:00 to 17:00 Monday - Friday, 07:00 to 13:00 Saturday and lobby hours of 07:00 to 10:00 and 14:00 to 17:00 on Monday - Friday and 07:00 to 13:00 on Saturday to 52 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 12 transaction(s) accounting for 15 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$11,875 (31 revenue units) in FY 2008; \$13,322 (35 revenue units) in FY 2009; and \$11,342 (30 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 24, 2011, representatives from the Postal Service were available at the Warren Town Hall to answer questions and provide information to customers. 21 customer(s) attended the meeting.

On April 26, 2011, 55 questionnaires were distributed to delivery customers of the Glenduff Post Office. Questionnaires were also available over the counter for retail customers at the Glenduff Post Office. 31 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 7 favorable, 16 unfavorable, and 8 expressed no opinion.

One congressional inquiry was received on July 28, 2011.

A petition supporting the retention of the Glenduff Post Office was received on June 20, 2011, with 197 signatures. If this proposal is implemented, delivery and retail services will be provided by the Warren Post Office, an EAS-13 level office. Window service hours at the Warren Post Office are from 07:30 to 13:00 and 14:30 to 17:00, Monday through Friday, and 07:30 to 12:00 on Saturday. There are 83 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about HIKERS

**Response:** Thank you for your questionnaire in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenduff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.
2. **Concern:** Customer expressed a concern about service to hikers on the Appalachian Trail.

**Response:** Thank you for your email in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenduff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still

considered to be on the trail.

3. **Concern:**

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

**Response:**

The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

4. **Concern:**

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

**Response:**

The customer expressed a concern about the loss of the community bulletin board at the Post Office. A community bulletin board is available at the Warren Post Office for use by the residents.

5. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to the Post Office to pick up their mail

**Response:**

The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

6. **Concern:**

Customers expressed concern over the dependability of rural route service

**Response:**

The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

7. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about mail addressed to Glenciff Home residents. Customers who retain Po Box service would continue to use their same mailing address and box number when moved to the Warren Post Office. Customers who elect to receive roadside delivery will be assigned a 911 address. The new address will use the Warren name and 03279 ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

8. **Concern:**

Customers were concerned about later delivery of mail

**Response:**

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with

the need to minimize the travel distance a route must cover.

9. **Concern:**

Customers were concerned about mail security

**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

10. **Concern:**

Customers were concerned about mail security

**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Also, customers have the option of retaining their PO Box service. The boxes would be moved to the Warren Post Office and customers would retain their same number and mailing address.

11. **Concern:**

Customers were concerned about obtaining services from the carrier

**Response:**

The customer are concerned about obtaining services from the carrier. Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

12. **Concern:**

Customers were concerned about obtaining services from the carrier

**Response:**

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

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**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

13. **Concern:**

Customers were concerned about the limited hours of operation at the Post Office.

**Response:**

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for less hours of service per week. Carrier service will provide 24-hour access to the mail.

14. **Concern:**

Customers were concerned about the mailboxes being damaged by snowplows

**Response:**

The customer expressed a concern about the mailboxes being damaged by snowplows. Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

15. **Concern:**

You were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

16. **Concern:** Customer concerned about one dollar fee charged for stamps ordered on line.
- Response:** The customer are concerned about the one dollar fee charged for stamps ordered on line. Stamps ordered online are assessed a one dollar fee whether 1 book or multiple books are ordered. You also can choose from various designs. Stamps by mail or from your carrier carry no extra fee.
17. **Concern:** Customer expressed a concern about package delivery and pickup.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
18. **Concern:** Customer expressed concern for hikers.
- Response:** The customer expressed a concern for hiker resupply access. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenclyff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.
19. **Concern:** Customer expressed concern for hikers.
- Response:** The customer expressed a concern for hiker resupply before the White Mountains. According to Whiteblaze.net, the Glenclyff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail. The Warren Post Office, while not as close to the trail as Glenclyff, is listed on Whiteblaze.net as being on the trail at 4.0 miles east of the trail.
20. **Concern:** Customer was concerned that the Postal Service was not hearing their concerns.
- Response:** The Postal Service is very interested in the service needs of the community and customer feedback is crucial to the decision making process.
21. **Concern:** Customers expressed concern about having to erect a rural mailbox.
- Response:** Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Warren Post Office or another location that is more convenient.
22. **Concern:** Customers expressed concern over the dependability of rural route service.
- Response:** Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously.

each day.

23. **Concern:**

Customers suggested cutting management positions from the top down instead of taking services away from customers.

**Response:**

The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

24. **Concern:**

Customers were concerned about obtaining services from the carrier.

**Response:**

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

25. **Concern:**

Customer concerned with the safety of hikers picking up winter or summer gear.

**Response:**

The Post Office is proud to be a part of the Appalachian Trail hikers experience. Of the 129 post offices listed on the trail, 11 are in New Hampshire. Warren at 4.8 miles and Lyme Center at 1.2 miles off the trail are local offices that would be capable of servicing the hikers.

26. **Concern:**

Customers asked why their post office was being discontinued while others were retained

**Response:**

Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

27. **Concern:**

Customers expressed a concern for the Appalachian Trail thru hikers and Glenduff Home for the Elderly.

**Response:**

The Glenduff Post Office is one of 11 post offices in New Hampshire listed on the Appalachian Trail. They range from ten miles to under one mile off the trail. The Warren Post Office is one of the eleven listed at 4.8 miles off the trail. The Glenduff Home would be able to retain its Post Office Box mailing address. It may also be at no fee due to non delivery to the street for the area and town in which it resides.

28. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery

**Response:**

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

29. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

**Response:**

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

30. **Concern:**

Customers wanted to know what do they have to do to keep the Post Office open.

**Response:**

Everything you are doing now. Answering questionnaires with comments and concerns. Attending this community meeting. Also, if there is a final determination to close, you will have the option of appealing the decision to the Postal Regulatory Commission.

31. **Concern:**

You expressed a concern about getting rural delivery service to your homes location.

**Response:**

There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Glenduff is an unincorporated community located in GRAFTON County. The community is administered politically by Warren Selectboard. Police protection is provided by the Warren Police Officer. Fire protection is provided by the Warren Volunteer Fire Department. The community is comprised of self employed, retirees, commuters., and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Glenduff Community Chapel , Glenduff Improvement Coop., Hikers Welcome Hostel, Glenduff Home for the Elderly, Backwoods Sugar House, Walt's Auto & Marine, Timberland Construction . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Glenduff Post Office will be available at the Warren Post Office. Government forms normally provided by the Post Office will also be available at the Warren Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customers expressed concern for loss of gathering place and information center.   |
| <b>Response:</b>   | The customer expressed a concern about the loss of a gathering place and information center. Residents may continue to meet informally, socialize, and share information at a church, hall, or residences in town.                            |
| 2. <b>Concern:</b> | Customers expressed concern for loss of gathering place and information center.   |
| <b>Response:</b>   | The customer expressed a concern about the loss of a gathering place. Residents may continue to meet informally, socialize, and share information at a church, hall, or residences in town.   |
| 3. <b>Concern:</b> | Customers expressed concern for loss of community identity.   |
| <b>Response:</b>   | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses. |
| 4. <b>Concern:</b> | Customers questioned the economic savings of the proposed discontinuance.   |
| <b>Response:</b>   | Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.   |



5. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the community Willing Workers Hall, churches and residences in town.
6. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
7. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may meet informally, socialize, and share information at the community Willing Workers Hall, churches and residences in town.
3. **Concern:** Customers expressed concern for loss of a community gathering place.
- Response:** Residents may continue to meet informally, socialize, and share information at the Willing Workers Hall and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on May 02, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 27,171 with a breakdown as follows:

Postmaster Salary (EAS-53, No COLA)	\$ 22,288
Fringe Benefits @ 33.5%	\$ 7,466
Annual Lease Costs	<u>+ \$ 4,200</u>
Total Annual Costs	\$ 33,954
Less Annual Cost of Replacement Service	<u>- \$ 6,783</u>
Total Annual Savings	<u>\$ 27,171</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Glenclyff, NH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Warren Post Office, located five miles away.

The postmaster retired on May 02, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Glenclyff Post Office provided delivery and retail service to 52 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 12. There are no permit mailers or postage meter customers.

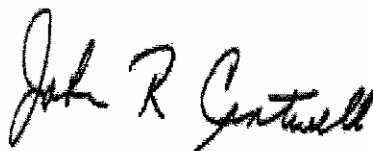
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$27,171 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Warren Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



JOHN CANTWELL  
Manager, Post Office Operations

06/14/2011  
Date



08/29/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
GLENCLIFF  
Docket Number 1364927 - 03238

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

*Deborah C Essler*

DEBORAH ESSLER  
District Manager

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: GLENCLIFF, NH, 03238-9998  
EAS Level: 53  
District: NORTHERN NEW ENGLAND PFC  
County: GRAFTON  
Congressional District: 2  
Proposal: ☒ Close ☐ Consolidate  
Reason For Proposed: retired  
Alternate Service Proposed: Rural Route Service  
Customers Affected:  
Post Office Box: 52  
General Delivery: 0  
Rural Route: 0  
Highway Contract Route (HCR): 0  
City Route: 0  
Intermediate Rural: 0  
Intermediate HCR: 0  
Total number of customers: 52

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
05/02/2010	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
03/02/2011	District manager authorization to study.
04/26/2011	Questionnaires sent to customers. Number sent: 55 Number Returned: 31 Analysis: Favorable 7 Unfavorable 16 No Opinion 8
06/20/2011	Petition received. Number of signatures: 615 Concerns expressed: Keep Glenduff Post Office open
07/28/2011	Congressional inquiry received: Yes Concerns expressed: On behalf of constituents, forward their thoughts on the potential closing, and hope we would give the letters their due consideration.
06/02/2011	Proposal and checklist sent to district for review.
06/01/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
06/02/2011	Proposal and invitation for comments posted and round-dated.
08/29/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 1 Unfavorable 8 No Opinion 0 9
None	Premature PRC appeal received. Concerns expressed:
06/03/2011	Updated PS Form 4920 completed (if necessary).
08/29/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

JIM MCCARTNEY  
Name/Title  
JIM MCCARTNEY  
District Post Office Review Coordinator

(207) 482-7188  
Telephone Number  
(207) 482-7168  
Telephone Number



08/30/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA ROOM 5621  
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Glencliff Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Jim McCartney, Post Office Review Coordinator, at (207) 482-7168 or John Cantwell Manager Post Office Operations.

DEBORAH ESSLER  
DISTRICT MANAGER  
151 FOREST AVE  
PORTLAND, ME 04101-9990

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4B/P1364927.pdf>)  
Headquarters acknowledgment of receipt of official record (optional)  
Self-addressed envelope

cc: Vice President, NORTHEAST Area (no enclosures)

### Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the GLENCLIFF was received by 09/11/2011.  
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700  
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

**\*Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 10/05/2011

Date of Removal: 11/06/2011

FINAL DETERMINATION TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364927 - 03238

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Glenduff, NH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Warren Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on May 02, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate means.

The Glenduff Post Office, an EAS-53 level, provides service from 07:00 to 10:00 and 14:00 to 17:00 Monday - Friday, 07:00 to 13:00 Saturday and lobby hours of 07:00 to 10:00 and 14:00 to 17:00 on Monday - Friday and 07:00 to 13:00 on Saturday to 52 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 12 transaction(s) accounting for 15 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$11,875 ( 31 revenue units) in FY 2008; \$13,322 ( 35 revenue units) in FY 2009; and \$11,342 ( 30 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 24, 2011, representatives from the Postal Service were available at the Warren Town Hall to answer questions and provide information to customers. 21 customer(s) attended the meeting.

On April 26, 2011, 55 questionnaires were distributed to delivery customers of the Glenduff Post Office. Questionnaires were also available over the counter for retail customers at the Glenduff Post Office. 31 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 7 favorable, 16 unfavorable, and 8 expressed no opinion.

One congressional inquiry was received on July 28, 2011.

A petition supporting the retention of the Glenduff Post Office was received on June 20, 2011, with 615 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Warren Post Office, an EAS-13 level office. Window service hours at the Warren Post Office are from 07:30 to 13:00 and 14:30 to 17:00, Monday through Friday, and 07:30 to 12:00 on Saturday. There are 83 post office boxes available.

The proposal to close the Glenduff Post Office was posted with an invitation for comment at the Glenduff Post Office and Warren Post Office from June 14, 2011 to August 15, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed a concern about HIKERS

**Response:** Thank you for your questionnaire in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenduff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.
2. **Concern:** Customer expressed a concern about service to hikers on the Appalachian Trail.

**Response:** Thank you for your email in which you expressed your concern about the availability of postal services to hikers on the Appalachian Trail. The Appalachian Trail is a national treasure of which we can all be proud, and your commitment to making it so is to be applauded. The Postal Service is aware of and is sympathetic to the needs of its customers. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According



to Whiteblaze.net, the Glenclyff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.

3. **Concern:**

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

**Response:**

The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

4. **Concern:**

Customer expressed a concern about the loss of the community bulletin board at the PostOffice.

**Response:**

The customer expressed a concern about the loss of the community bulletin board at the Post Office. A community bulletin board is available at the Warren Post Office for use by the residents.

5. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

**Response:**

The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

6. **Concern:**

Customers expressed concern over the dependability of rural route service

**Response:**

The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

7. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about mail addressed to Glenclyff Home residents. Customers who retain Po Box service would continue to use their same mailing address and box number when moved to the Warren Post Office. Customers who elect to receive roadside delivery will be assigned a 911 address. The new address will use the Warren name and 03279 ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

8. **Concern:**

Customers were concerned about later delivery of mail

**Response:**

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of

gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

9. **Concern:**

Customers were concerned about mail security

**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

10. **Concern:**

Customers were concerned about mail security

**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Also, customers have the option of retaining their PO Box service. The boxes would be moved to the Warren Post Office and customers would retain their same number and mailing address.

11. **Concern:**

Customers were concerned about obtaining services from the carrier

**Response:**

The customer are concerned about obtaining services from the carrier. Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

12. **Concern:**

Customers were concerned about obtaining services from the carrier

**Response:**

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

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Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

13. **Concern:**

Customers were concerned about the limited hours of operation at the Post Office.

**Response:**

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for less hours of service per week. Carrier service will provide 24-hour access to the mail.

14. **Concern:**

Customers were concerned about the mailboxes being damaged by snowplows

**Response:**

The customer expressed a concern about the mailboxes being damaged by snowplows. Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

15. **Concern:**

You were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

16. **Concern:** Customer concerned about one dollar fee charged for stamps ordered on line.
- Response:** The customer are concerned about the one dollar fee charged for stamps ordered on line. Stamps ordered online are assessed a one dollar fee whether 1 book or multiple books are ordered. You also can choose from various designs. Stamps by mail or from your carrier carry no extra fee.
17. **Concern:** Customer expressed a concern about package delivery and pickup.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ¼ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
18. **Concern:** Customer expressed concern for hikers.
- Response:** The customer expressed a concern for hiker resupply access. The U.S. Postal Service is a self-supporting government enterprise, and the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. According to Whiteblaze.net, the Glenclyff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail.
19. **Concern:** Customer expressed concern for hikers.
- Response:** The customer expressed a concern for hiker resupply before the White Mountains. According to Whiteblaze.net, the Glenclyff Post Office is one of 128 post offices listed as being along the Appalachian Trail. Ninety-nine of them are several miles away; some are as distant as 25 miles while still considered to be on the trail. The Warren Post Office, while not as close to the trail as Glenclyff, is listed on Whiteblaze.net as being on the trail at 4.0 miles east of the trail.
20. **Concern:** Customer was concerned that the Postal Service was not hearing their concerns.
- Response:** The Postal Service is very interested in the service needs of the community and customer feedback is crucial to the decision making process.
21. **Concern:** Customers expressed concern about having to erect a rural mailbox.
- Response:** Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the Warren Post Office or another location that is more convenient.
22. **Concern:** Customers expressed concern over the dependability of rural route service.
- Response:** Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously.

each day.

23. **Concern:** Customers suggested cutting management positions from the top down instead of taking services away from customers.
- Response:** The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
24. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
25. **Concern:** Customer concerned with the safety of hikers picking up winter or summer gear.
- Response:** The Post Office is proud to be a part of the Appalachian Trail hikers experience. Of the 129 post offices listed on the trail, 11 are in New Hampshire. Warren at 4.8 miles and Lyme Center at 1.2 miles off the trail are local offices that would be capable of servicing the hikers.
26. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
27. **Concern:** Customers expressed a concern for the Appalachian Trail thru hikers and Glenclyff Home for the Elderly.
- Response:** The Glenclyff Post Office is one of 11 post offices in New Hampshire listed on the Appalachian Trail. They range from ten miles to under one mile off the trail. The Warren Post Office is one of the eleven listed at 4.8 miles off the trail. The Glenclyff Home would be able to retain its Post Office Box mailing address. It may also be at no fee due to non delivery to the street for the area and town in which it resides.
28. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery
- Response:** Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
29. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
30. **Concern:** Customers wanted to know what do they have to do to keep the Post Office open.
- Response:** Everything you are doing now. Answering questionnaires with comments and concerns. Attending this community meeting. Also, if there is a final determination to close, you will have the option of appealing the decision to the Postal Regulatory Commission.
31. **Concern:** You expressed a concern about getting rural delivery service to your homes location.

**Response:**

There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

**Some advantages of the proposal are:**

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Glendiff is an unincorporated community located in GRAFTON County. The community is administered politically by Warren Selectboard. Police protection is provided by the Warren Police Officer. Fire protection is provided by the Warren Volunteer Fire Department. The community is comprised of self employed, retirees, commuters, and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Glendiff Community Chapel, Glendiff Improvement Coop., Hikers Welcome Hostel, Glendiff Home for the Elderly, Backwoods Sugar House, Walt's Auto & Marine, Timberland Construction. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Glendiff Post Office will be available at the Warren Post Office. Government forms normally provided by the Post Office will also be available at the Warren Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- |                    |  |
|--------------------|--|
| <b>1. Concern:</b> | Customers expressed concern for loss of gathering place and information center.  |
| <b>Response:</b>   | The customer expressed a concern about the loss of a gathering place and information center. Residents may continue to meet informally, socialize, and share information at a church, hall, or residences in town. |
| <b>2. Concern:</b> | Customers expressed concern for loss of gathering place and information center.  |
| <b>Response:</b>   | The customer expressed a concern about the loss of a gathering place. Residents may continue to meet informally, socialize, and share information at a church, hall, or residences in town.                        |
| <b>3. Concern:</b> | Customers expressed concern for loss of community identity.  |

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

4. **Concern:**

Customers questioned the economic savings of the proposed discontinuance.

**Response:**

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

5. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

**Response:**

Residents may continue to meet informally, socialize, and share information at the community Willing Workers Hall, churches and residences in town.

6. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

**Response:**

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

7. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

**Response:**

Residents may meet informally, socialize, and share information at the community Willing Workers Hall, churches and residences in town.

8. **Concern:**

Customers expressed concern for loss of a community gathering place.

**Response:**

Residents may continue to meet informally, socialize, and share information at the Willing Workers Hall and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on May 02, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 27,171 with a breakdown as follows:

Postmaster Salary (EAS-53, No COLA)	\$ 22,288
Fringe Benefits @ 33.5%	\$ 7,466
Annual Lease Costs	<u>+ \$ 4,200</u>
Total Annual Costs	\$ 33,954
Less Annual Cost of Replacement Service	<u>- \$ 6,783</u>
Total Annual Savings	<u>\$ 27,171</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to close the Glenduff, NH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Warren Post Office, located five miles away.

The postmaster retired on May 02, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Glenduff Post Office provided delivery and retail service to 52 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 12. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$27,171 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Glenduff Post Office and Warren Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Glenduff Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Glenduff Post Office and Warren Post Office during normal office hours.



Dean J Granholm  
Vice President of Delivery and Post Office Operations

09/26/2011

Date



Enclosures:  
Final Determination Official Record



10/05/2011

OFFICER-IN-CHARGE/POSTMASTER  
Glenclyff Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Glenclyff Post Office Final Determination  
Docket No. 1364927 - 03238

Please post in the lobby the enclosed final determination to close the Glenclyff Post Office. The final determination must be posted in a prominent place from 10/05/2011 through close of business on 11/06/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 11/07/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (207) 482-7168.

Sincerely,

A handwritten signature in cursive script that reads "Jim McCartney".

JIM MCCARTNEY  
POST OFFICE REVIEW COORDINATOR  
151 FOREST AVE  
PORTLAND, ME 04101-9990



Date of Posting: 10/05/2011

Date of Removal: 11/06/2011

FINAL DETERMINATION TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364927 - 03238

Oct 30 2011 12:49PM HP LASERJET FAX

p. 1

Date of Posting: 10/05/2011



Date of Removal: 11/06/2011

FINAL DETERMINATION TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1384927 - 03238



10/21/2011

DISTRICT MANAGER  
NORTHERN NEW ENGLAND PFC  
151 FOREST AVE  
PORTLAND, ME, 04101-9990

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the  
GLENCLIFF, 03238-9998 Docket No. 1364927 - 03238

This is to advise you that an appeal to the final determination to discontinue the GLENCLIFF has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero  
Manager Field Performance West

cc:  
Vice President, Area Operations NORTHEAST Area  
Government Relations and Public Policy